Softcat

INTELLIGENCE SERVICES OUTCOME STORY

REVOLUTIONISING VISIBILITY AND EFFICIENCY WITH SAM IMPLEMENTATION

FOR A LARGE SUSTAINABLE AND AFFORDABLE ENERGY PROVIDER

PROJECT OVERVIEW

Softcat provided essential assistance to the customer in deploying a state-of-the-art Software Asset Management (SAM) tool alongside a comprehensive managed service package.

The objective was to establish vital transparency regarding the customer's infrastructure and guarantee the availability of a capable team to oversee the tool's operations over time.

CHALLENGES

What necessitated onboarding this service with Softcat?

Without an asset management solution in place, the customer lacked visibility of SaaS and on-premises software, leading to uncontrolled spending.

With a substantial estate of 1,000 devices expected to quadruple soon, it was crucial to implement a SAM solution now to avoid future management difficulties.

Additionally, with only two internal managers, a proactive managed service was required to ensure optimal solution management.

What requirements was the customer looking for in a service?

- Bi-annual ELPs for Microsoft
- Support with licence uploads and management of renewal processes
- Access to a team of trusted advisers who can provide guidance on industry best practices
- Identification of opportunities for optimisation

IMPLEMENTATION

What made our services stand out over others?

- Full comprehension of customers' objectives, guaranteeing seamless execution of desired services
- Flexibility to customise services to cater for customers' unique requirements
- Impeccable professionalism exhibited by our esteemed team

How was our service implemented/introduced?

Softcat organised an engaging workshop with key stakeholders to define requirements in detail and provide tailored recommendations.

We then coordinated demonstrations of the technology (Snow) and introduced the wider SAM Intelligence team, fostering a strong relationship from the start.

How did our team help with implementation?

Softcat's SAM Technical team collaborated with a Customer Success Manager to seamlessly execute the implementation and configuration of the solution whilst integrating an array of connectors to enhance its value proposition.

What was the initial reaction to our service?

The initial response to the service was overwhelmingly positive, as the solution swiftly delivered vital insights into the customers' estate, enabling them to pinpoint significant opportunities for cost-savings.

RESULTS

What outcomes did this service achieve?

Through **bi-annual ELPs**, Softcat proactively ensured **Microsoft compliance** while uncovering valuable **optimisation prospects**. This approach enables us to identify under-utilised software and achieve significant cost-savings.

Additionally, Softcat collaborated closely with the customer to **optimise their M365 environment**, leading to impressive savings of approximately **£37k** thus far.