

ENHANCE YOUR USER EXPERIENCE

SOFTCAT INTELLIGENCE SERVICES



Removing disruptions

Softcat Intelligence Services help you to create a positive user experience for your employees by using tools such as IT Asset Management (ITAM) and IT Service Management (ITSM) that highlight potential points of failure, which you can address **proactively to keep disruption at bay.**

Customer challenges & market insights

45%

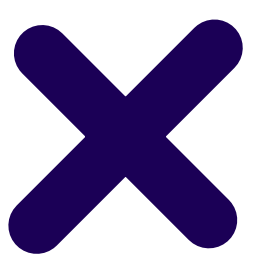
of respondents said digital employee experience was very or extremely important.¹

49%

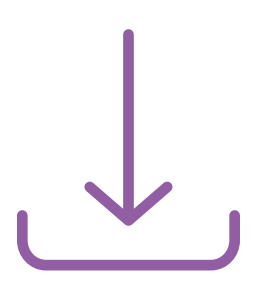
of employees are willing to leave their job if they are unhappy with workplace tech.²

32%

of workers said they quit their job because technology "was a barrier to their ability to do good work."³



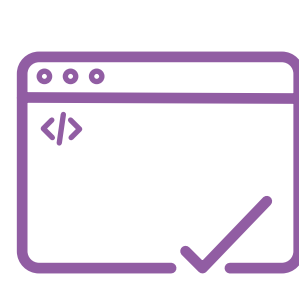
How Softcat Intelligence Services help you enhance user experience



Improve your software installing

To improve your Digital Employee Experience (DEX), our services can integrate ITAM and ITSM by using a Configuration Management Database (CMDB) that tracks data, making it easy for employees to request and install software.

We can also use automation and a software store to simplify your software request process.



Enhance your software licensing

By understanding the usage and consumption of software within your organisation, Softcat can help you select the appropriate software for employees, all while maintaining effective ITAM at the right cost.

By enhancing the management and control of software licensing, you can ensure your users have access to the right software at the right time.



Empower your employee's choice

Softcat's software stores and well-organised service catalogue consist of a standardised set of software and can greatly enhance the end-user experience.

By facilitating self-service and promoting company standard software, these solutions reduce technology overlaps and simplify support for users.



Individual services to explore

SAM Intelligence Service

Provides outsourced software asset management with reporting and consultancy services so you can efficiently manage your software assets, ensuring employees have access to the right software and licenses they need to do their job effectively, while keeping all software up-to-date to avoid downtime.

Long Tail Assessment

Offers visibility of your applications, categorisation, usage information and support details like end-of-life dates, so you can consolidate applications for easier employee access and identify problematic applications that may hinder productivity.

SaaS Discovery & Optimisation Assessment

Examines your SaaS estate for your chosen vendors to generate a report on your SaaS assets. The report identifies unused or duplicated applications and shadow IT to streamline workflows and remove risks that could cause downtime, while ensuring employees have access to the tools they require.

ITAM Maturity Assessment

Analyses your policies and procedures related to software and hardware management against ISO standards. This ensures employees have access to the necessary technology without hindrances such as licensing problems, hardware failure or outdated equipment.

License Baseline & Optimisation Assessment

Gives a complete view of your current license experience with an Effective Licence Position (ELP) and optimisation report, which can reduce the complexities around managing renewals and avoid compliance issues that could disrupt the work environment.



Softcat Intelligence Services

Softcat Intelligence Services are designed to help you understand and optimise your technology estate. Our data-driven IT Asset Management (ITAM) Service provides you with true visibility and complete control of all your IT assets and licenses, whether on-premise or in the Cloud.



If you have any questions about our Intelligence Services and how they could benefit your business, please contact your Softcat Account Manager or email supportandintelligence@softcat.com