INTELLIGENCE SERVICES OUTCOME STORY

MAXIMISING SAVINGS AND CONTRACT EFFICIENCY WITH ITAM

FOR A BRITISH CAR MANUFACTURER

PROJECT OVERVIEW

Softcat supported the customer in understanding their past difficulties implementing IT asset management (ITAM).

After gaining an understanding of the customer's estate and needs, the team worked on successfully implementing ITAM services to enhance visibility so they could better understand their software estate and software vendor contracts, all whilst saving costs.

CHALLENGES

What necessitated onboarding this service with Softcat?

Having had two previous unsuccessful attempts at implementing ITAM, the customer required an assessment to identify the reasons for their past failures.

They also needed assistance with getting buy-in from various stakeholders and developing a robust business case with a solid ROI.

What requirements was the customer looking for in a service?

The client sought a revolutionary solution—a unified interface encompassing all assets. They desired a product that not only handled license management and compliance but also provided invaluable data insights.

They wanted these insights to empower the procurement team to gain a profound understanding of their digital resources and users, enabling them to optimise and streamline their major software vendor contracts accordingly.

IMPLEMENTATION

What made our services stand out over others?

- We take time to understand customer needs. We learned from the customer's past experiences with ITAM to move forward

- We cater to diverse needs and cultures. The customer had manufacturing in other countries, so we learned the ways of working there

- We spend time onsite to gain a better understanding of the customer and explain ITAM benefits to stakeholders.

- We prioritise a working partnership over a customer-supplier relationship

How was our service implemented/introduced?

In a phased approach, we initially deployed a visibility tool and compiled a targeted vendor list, considering their renewal lifecycle.

Our vendor base expanded as we matured, illuminating procurement data and delivering a strong ROI.

On-site staff presence grew from two ITAM consultants to four, while automation was implemented for software re-harvesting and cloud control.

How did our team help with implementation?

We jointly executed the project with the customer and the customer and their outsourcer.

We assumed project management duties wherever there was a need to delegate responsibility, such as overseeing the rollout of tool agents.

RESULTS

What outcomes did this service achieve?

The project has achieved remarkable success, resulting in **savings of over £200 million** over a span of **four years**, and its success continues to endure.

We have fostered a **strong and productive working relationship**, now overseeing a significant portion of **major software contracts, including Microsoft.**