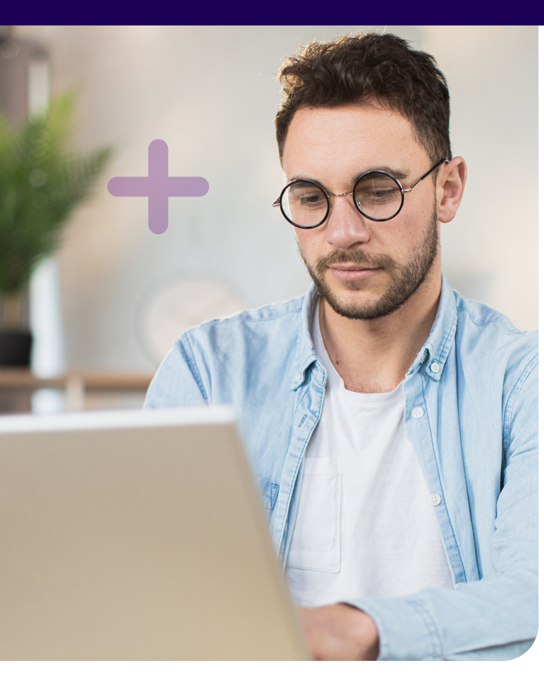
Softcat

SOFTCAT INTELLIGENCE SERVICES

Everything you need to know about our data-driven ITAM, SAM, SaaS and Cloud Optimisation Services.



Keeping track of a growing number of software and hardware assets is an immense and time-consuming task that detracts you from focusing on the things that move your business forward. That's where effective IT Asset Management (ITAM) comes in.

ITAM provides you with true visibility and allows complete control of all your IT assets and licenses, whether on-premises or in the Cloud. It empowers you with insights to realise where cost savings can be made; reduce tech waste to support your sustainable development goals; increase agility through informed decision-making; better protect your IT estate and data; and enhance your user experience.

The power of Asset Intelligence

Cost savings, sustainability, agility, protection and user experience.

Highlight where you can save costs

We provide a complete overview of all your IT infrastructure so you can identify risks and opportunities to remove assets that are costing the business but not providing any value.

Our Intelligence Services help you understand usage, identify cost savings and outline optimisation opportunities across on-premises, hybrid cloud and SaaS environments.

Spot and prevent unnecessary tech waste

Reduce your waste by gaining greater clarity on what IT assets you actually need – and avoid having to procure assets that will not be fully utilised.

You can also manage your power usage and identify opportunities to use more energy-efficient technology that will allow you to reduce your carbon footprint.

Access insights to make faster and more informed decisions

With Softcat Intelligence Services, you get real-time insights into your organisation's IT assets, allowing you to make quick and informed decisions.

This enables your organisation to be more agile, as you can identify opportunities and react to market changes faster than ever.

Better protect your business

With Shadow IT becoming a growing concern, it is vital to understand the potential vulnerabilities within your business.

Softcat Intelligence Services provide a single source of truth for all your IT assets, drawing your attention to areas of concern and allowing you to protect against security and compliance liabilities.

Enhance user experience

Research has found that employees are more likely to leave an organisation if they have a poor experience with their IT.

Taking this into account, Softcat Intelligence Services allow you to create a positive IT experience for your employees by identifying potential points of failure before they become disruptive problems.

Reduce operational overheads

Softcat Intelligence Services deliver ongoing management of strategic SAM, SaaS and Cloud Platforms.

They put actionable intelligence at your fingertips while ensuring your platforms are maintained and optimised for when you need them the most by augmenting your skills and resource with ours.

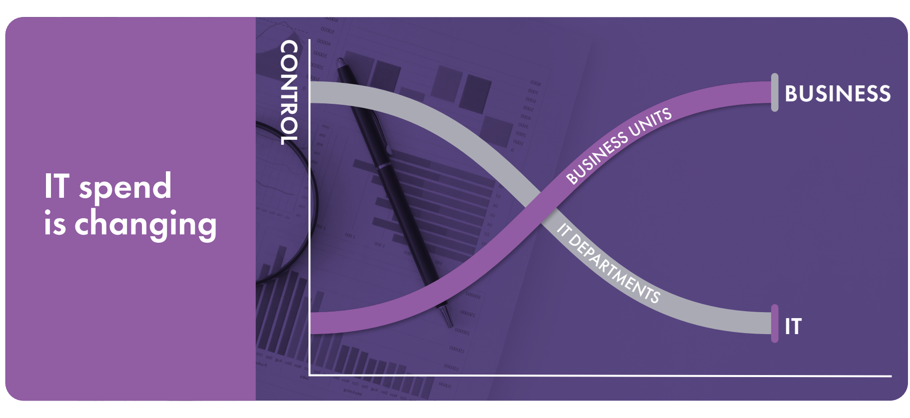
Bringing multiple layers of data into one place

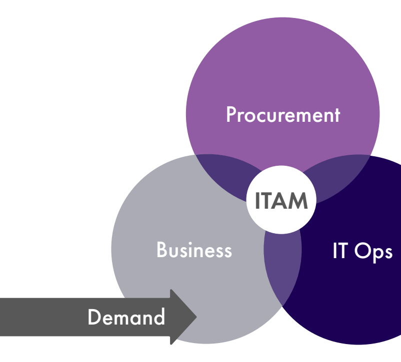
Context, demand and why there's a need for ITAM.

The fast-moving nature of any successful business means that there are multiple sources of data, coupled with a need to drive cost savings and efficiencies to maximise growth.

Effective ITAM, therefore, starts with gaining full visibility of your IT assets, including hardware and software. That's because, ultimately, you can't manage what you can't see or make effective decisions without the intelligence behind the data – such as driving optimisation and rationalisation initiatives.

As business needs evolve and change, especially with the proliferation of Public Cloud and SaaS environments, it has eliminated the barriers for non-IT business functions to access enterprise-grade business applications and services. However, pressure to be faster and more agile has led to departments spending money circumventing existing processes established by IT, leading to risks such as non-compliance.





What the C-suite want...

Now more than ever, driving collaboration from Business Demand through to Procurement and IT Ops, is integral to mitigating commercial, legal and security risks, and assisting with meeting sustainability goals.

This means ensuring the correct data and information is available to the proper departments and users to make fast, effective decisions is essential. It also means ITAM must sit centrally to ensure IT can help to mediate and manage risks that may be introduced as part of wider strategic business initiatives.

Operating with intelligence

Softcat Intelligence Services are designed to help you understand and optimise your technology estate – enabling you to operate with intelligence. There are five key areas of focus:

Visibility

We provide full estate visibility of all your hardware and software – including everything from physical kit such as printers, to virtual assets such as Public Cloud environments and SaaS.

Compliance

We help you ensure compliance by enabling you to know how many licenses you have, compared to how many you're actually running.

Our expert team will help you understand risk along with sensible, realistic advice to resolve challenges and strategically plan for the future.

FinOps

We help you manage your cloud estate across the main hyperscalers, using industry-leading tools and a highly experienced FinOps internal team to drive governance and control in your cloud environments.

We provide visibility, advice and guidance on cost control and complete billing clarity on your cloud resources, as well as technical advice from Solution Architects and Cloud SMEs.

Sustainability

Sustainability is one of the leading business drivers today – and will continue to be long into the future.

We can help you understand your carbon emissions across the business and provide help and guidance to help you reduce them, helping you meet and exceed reporting standards.

Optimisation

We provide services that help you optimise your estate, whether in terms of cost savings, license renewals, kit consolidation or modernisation.

Our point-in-time assessments and proactive Managed Services help you identify these opportunities proactively, generating constant savings for top-tier and tail-end software vendors.

What we actually provide

Our range of services and what each one entails.

Advisory

Softcat Advisory Services provide a detailed discovery summary and recommendations for your chosen area. We focus on actionable recommendations in the following areas:

- **Effective License Positions –** Compliance and Optimisation Assessments.
- **ITAM Maturity Assessments –** Benchmarking your current processes and helping you achieve efficiency and best practice.
- **Cloud Licensing Assessments –** Helping you maximise your current software investments if you already utilise Public Cloud resources or are considering moving workloads to the cloud.
- **SaaS Discovery Assessments –** Discover the SaaS you have in use in your environment, get a detailed report and optimise your overall SaaS spend.

Architecture

Softcat can host your Software License Management solution in the following ways:

- **Platform –** We can provide Snow Software via our multitenant managed platforms, helping you save money on infrastructure and internal resources. We take care of all the upgrades and platform maintenance.
- **Dedicated Platform –** Softcat can provide a fully hosted and managed dedicated infrastructure platform for Snow Software, providing additional benefits such as segregated data and enhanced security and performance.

Implementation

Our consultants can provide the following:

- Software asset management platform builds, installs, configuration and onboarding.
- Platform migrations and upgrades.
- Trouble shooting and both one-off and regular health checks.

Support

Our consultants can provide the following:

- Softcat provides 24x7 ticket handling through our 24x7 ISO Helpdesk for our aligned SAM solutions, such as Snow Software License Manager and Zluri SaaS Management.

Managed

Softcat provides proactive Managed Services such as:

- **SaaS Intelligence Service –** Softcat's next-generation Intelligence Service for SaaS subscriptions; with renewals management, proactive optimisation, account provision and de-provision, usage tracking, spend management and highlighting tech overlap for all SaaS technologies within your organisation. This service helps you optimise your SaaS spend and eliminate Shadow IT.
- **SAM Intelligence –** Our managed SAM Service, with entitlement management, proactive optimisation recommendations and reporting, helps you remain within the terms of your licensing, achieve on-time accurate renewals and maximise cost savings through engagement with specialist-aligned SAM analysts.

SAM Intelligence datasheet

Cloud Intelligence

Cloud Billing

We can support billing for our Azure, AWS and Google Cloud customers by providing clear, concise cost reporting through a marketing-leading management solution across multiple environments and resources.

Cloud Fundamentals

A service designed to support our AWS and Azure customers with tooling and reporting needed to self-govern and optimise their environment. It includes a market-leading cloud management solution, regular reporting and engagement with our FinOps team, and strategic advice from our office of the CTO consultants to help you drive optimisation, governance and improvements in your cloud environments.

Managed Azure Service

A service designed to support our customers' Azure infrastructure from the OS layer down, allowing them to focus on BAU while we take care of the heavy lifting, along with regular proactive engagement from our FinOps team and strategy support from Softcat's OCTO division.

Why Softcat?

A combination of experience and understanding.

Our experience and understanding make us stand out from the crowd. We take the time to understand your business. It's never about a product sale, nor is it a services sale. It's support in achieving your goals.

As part of this, we:

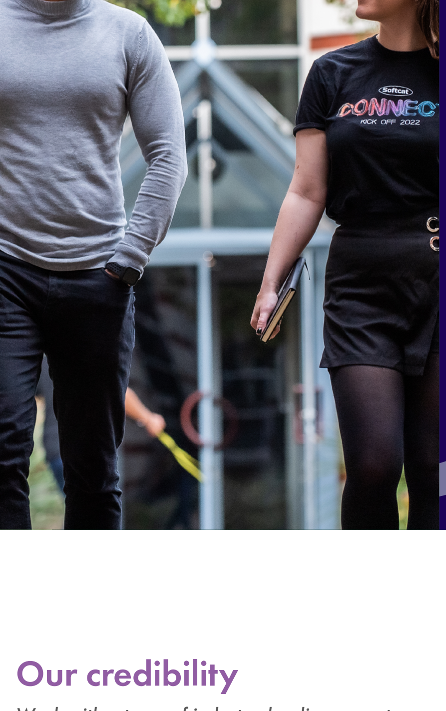
Look to identify and realise tangible outcomes.

Advise you on how you can digitally transform.

Explore all possibilities in line with what good looks like for you.

Keep a close eye on what the rest of the industry is doing – and work out how that impacts your business directly.

Furthermore, everything we do is customer-centric, delivering value as defined by you. Others may offer similar solutions, but we're the only ones who make sure you get the best out of them. We have regular touch points, and we constantly make useful recommendations to suit your unique needs.



Our credibility

Work with a team of industry-leading experts.

Our ITAM team was established in 2005, so we offer a wealth of experience.

We invest in our people and constantly conduct staff training to ensure we stay sharp.

We've worked internationally and with customers across all industries.

We've supported all sizes of business – some with 40,000 employees, some with just four.

We offer an unrivalled breadth and depth of resource, expertise and talent.

We're a Snow Platinum Partner, ServiceNow Specialist Provider and Ivanti Platinum Partner.

PLATINUM snow CERTIFIED PARTNER | servicenow Partner Specialist | ivanti Ivanti Partner Network Premier Partner

Take the next step

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.

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