

SOFTWARE ASSET APPRAISAL



COMPUTACENTER'S ONE-TIME SOFTWARE SERVICES

You don't have to stay in the dark when it comes to your software estate.

Whether your goal is to prove compliance, meet tough cost-reduction targets, respond to large organisational change, or simply to have transparency, Software Asset Appraisal is a one-time service which sheds light on your software estate and gives you the confidence that these things are in hand.

Having a complete view of your software estate requires dual transparency of what software is installed and what you've purchased. Reconciling one against the other and analysing the gap between the two identifies where you have licence shortfalls, surpluses or both. This establishes your true licence position and provides the baseline for any initiative to drive cost-efficiency and compliance risk. Balancing cost and risk effectively is even more important if your estate is growing or shrinking as a result of change such as down-sizing, mergers or acquisitions.

While there's no half measure for confidently knowing your true licence position, tools alone are not enough. What's critical is licensing know-how and advice you can trust. You need to be certain that you're getting unbiased advice from people who put the customer first – which is why, unlike most of our competitors, our SAM and Licensing consultants don't carry sales targets.

What is Software Asset Appraisal?

Computacenter's Software Asset Appraisal service forms part of our portfolio of Software Lifecycle Services. This belongs to the 'menu' of one-time engagements offered alongside our managed service offerings.



This consultancy-led service delivers an accurate 'snapshot' of your licence position across one or multiple vendors, identifying which areas of the software portfolio are over- or under-licensed and the most effective way for resolving this.

Software Asset Appraisal service adheres to independent best practice such as ITIL and ISO 19770-1. We take core elements of both along with FAST and BSA principles, to offer a more practical solution whilst retaining the core methodology.

This is also acknowledged by major vendors as best practice for a software license review yet we remain independent of vendors and operate under strictly CONFIDENTIALITY with the customer. However, once armed with accurate results from Software Asset Appraisal, we can easily extend the service to achieve vendor accreditation where applicable at little additional cost. This is entirely optional and will solidify the mitigation of compliance risk.

The Software Asset Appraisal service begins with clearly scoping the vendors and IT estate that will be investigated and comprises **Licence Entitlement, Software Audit, and Reconciliation**.

Licence entitlement – what have you purchased?

Our SAM consultants work with you to build a comprehensive and thorough view of the software licences you own. This is called your **Software Entitlement Position**.

We start by gaining an overall understanding of the methods used for purchasing your software licences, for example: Volume license agreements, Original Equipment Manufacturer (OEM), and Full Packaged Product (FPP).

We then build an accurate view of your entitlement position by:

- Gathering all FPP media into a central location for counting and validation
- Performing on-site sampling of OEM licences where applicable
- Collating purchase history/invoices from internal sources for the agreed time-span
- Submitting a signed letter of authorisation to request and collate evidence of volume-licence entitlements from external vendors/distributors
- Consolidating and cleansing licensing data into a single view
- Accounting for licence upgrades, maintenance and renewals to build the 'real' licence position

This delivers:

- A **Software Entitlement Position Report** detailing the precise number of licences you own by vendor, version, licence and entitlement at that point in time

Software Audit – what is installed?

Having established your Software Entitlement Position we now need to understand what software deployments are installed across your IT estate for which you are obliged to own licences. This is called your **Licence Obligation**.

This requires a Discovery tool to provide inventory data on what software products are installed across your estate along with versions and quantities, from desktop to server.

Wherever possible, Computacenter's experienced consultants will utilise your existing SAM technology to expedite the process and reduce costs. However, if such technology does not exist, or is not suitable, we will recommend a solution based on your specific requirement. Computacenter are vendor-agnostic and have a broad skillset in operating SAM tools including our own

Software Asset Discovery Service.

Our SAM consultants will work with you to:

- Ensure the entire estate has been captured
- Optimise the software recognition capabilities of the discovery tool
- Extract and cleanse inventory data
- Resolve anomalies to ensure data accuracy
- Compile and review initial Obligation Report
- Compile final Obligation Report and gain customer sign-off

This delivers:

- An **Obligation Report** with a detailed breakdown of your licence obligation by vendor, product, version and quantity.

Reconciliation – what's the gap?

Our SAM consultants analyse the outputs from the above Audit and Entitlement processes to clarify and establish your net licence position across one or multiple vendors. This is called your **Effective Licence Position (ELP)**.

The aim of this process is to provide clarity and proof of your compliance position, identifying shortfalls and surpluses across your estate and to give proactive advice on how these can be addressed to avoid unnecessary waste and spend.

This is a two-step process firstly producing a preliminary ELP and then a final 'best case' ELP once initial corrective action has been taken to minimise the shortfalls identified.

We give you clarity of your compliance position through:

- Expert analysis of the gap between what's purchased and what's installed to identify licence shortfalls and or licence surpluses by vendor, by product by version. Providing proactive advice on how to close gaps at minimum cost
- Identifying licence surpluses so they can be exploited to reduce or avoid future spend
- Compile and review 'first pass' ELP with recommendations on low-cost remedial actions
- Compile final ELP and gain customer sign-off

This delivers:

- An **Effective Licence Position Report** with an accurate breakdown of your compliance position by

vendor, product and version, quantifying licence shortfalls and surpluses and advice on how these can be addressed in the most cost-effective way to avoid unnecessary waste and spend.

What are the benefits?

Cost

- Confidence that you can mitigate the financial impact of an unwelcome audit
- Visibility of surplus licences means they get used, not wasted
- Expert advice to identify and correct shortfalls with minimum cost

Change

- Experts who will steer you through the potential risks and cost-savings that result from change

Compliance

- Confidence that you can defend against a vendor audit and prove compliance
- Being proactive means you can engage the vendor when you're ready
- Confidence that all services are completely confidential and always put you first

Is there anything else?

If your software estate has shrunk or grown through organisational change, then we recommend that you combine Software Asset Appraisal with **Portfolio Rationalisation** and **Licence Options Appraisal** services. Together, these one-time consultancy-led services will give you transparency of your estate and ensure that you have fully exploited all available opportunities to optimise spend, improve manageability and avoid compliance risk.

We also advise that customers take an ongoing approach to managing software compliance. Computacenter's **Software Licence Management** is a managed service which offers a pragmatic and cost-effective solution. This service takes all the core elements from Software Asset Appraisal and more to provide ongoing visibility of your estate and compliance position packaged with our expertise so that you can be confident that you have compliance under control.

Customers wanting a wider understanding of where they currently have exposure to compliance risk or opportunity for cost-savings should consider Computacenter's **SAM Readiness Services** which benchmark how your organisation currently manages its software assets through their lifecycle against industry best practice. This will identify and quantify the potential for reducing risk and costs and provide detailed recommendations for achieving it. There are two options under this service, **SAM**

Readiness Review or Policies and Procedures Review.

Why Computacenter?

Computacenter's coverage extends to 120 countries for both products and services. We have been delivering successful, value-added business solutions to our customers since 1981 and are the only Large Account Reseller able to provide end-to-end solutions for all your IT needs from hardware and software to IT services.

Only Computacenter offers a comprehensive portfolio of Software Lifecycle services helping customers gain and maintain control of their software costs and compliance risks, from cradle to grave. This comprises one-time fixed term engagements and ongoing managed services on a multi-year basis. As Europe's largest independent software reseller, we are also best placed to supply your software assets as well as manage them.

This modularised set of services backed by our tools and people allow us to tailor and scale solutions to your business needs. This combination underpinned by our ethos and commitment to being a best-in-class professional services organisation is an important differentiator that sets us apart.

But that's not all: as Europe's leading independent provider of IT infrastructure services, Computacenter can also fulfil your software needs as well as address your wider infrastructure needs:



- A **full range** of solutions and services from purchase to implementation to retirement
- A single point for sourcing software across **1100+ vendors**
- **Industry-recognised** Software Licence Managers and SAM specialists
- **Licence Managers are targeted on customer satisfaction**, not product sale
- Purchasing and negotiating power: we're the UK's No. 1 independent software supplier
- Comprehensive and proprietary tools **proactively ease** your software management
- Proven ITIL-based best practice to **meet the most complex requirements**.
- **80% of FTSE 250 companies** are Computacenter customers

Computacenter is proud of its customer relationships. These are just a few of them:



Contact us

To learn more, please contact your Computacenter Account Manager, email software@computacenter.com or visit www.computacenter.com

