



Computacenter

# SOFTWARE LIFECYCLE SERVICES



# IN THE SPOTLIGHT

## Simplify compliance and reduce costs with greater visibility and better control of the software estate

The proliferation of workstyles, devices and cloud subscriptions across the enterprise is making software management more time-consuming and costly than ever before.

Computacenter helps organisations take back control of the software estate by gaining visibility and removing complexity.

We centralise. We rationalise. We consolidate. We optimise.

We understand that organisations have different levels of maturity and are faced with different challenges, so offer a comprehensive range of modular services tailored to every need.

From digitising sourcing and negotiating renewals to discovering assets and managing entitlements, we remove cost and risk at every stage of the software lifecycle.

By combining our best practice processes with proven tools and subject matter experts, we provide organisations with the transparency they need to mitigate risk and reduce costs.

We benchmark pricing. We track assets. And we reconcile usage against agreements. We ensure our customers get the best value, not just the lowest price, by maximising utilisation and optimising spend.

By partnering with Computacenter, organisations can tap into extensive licensing knowledge without having to invest in establishing and maintaining software asset management skills in-house.

As well as bringing greater control and consistency to the software estate, our services help unlock transformation and digitalisation opportunities that enable the users and the business.

## WHY COMPUTACENTER'S SOFTWARE SERVICES MATTER



### FOR THE CIO

- Simplifies budgeting for software spend
- Highlights compliance risks
- Frees up staff to focus on more strategic activities



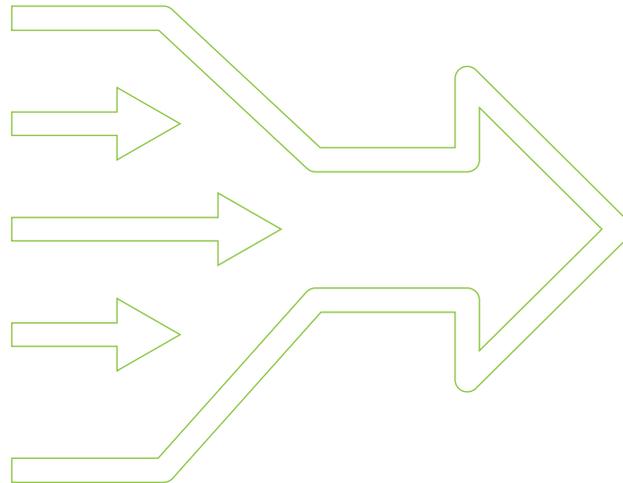
### FOR THE USER

- Faster access to new technologies
- Seamless experience across multiple devices
- Greater productivity and mobility



### FOR THE BUSINESS

- Provides access to specialist skills
- Reduces audit risks
- Lowers costs and increases control



# SINGLE PARTNER, MULTIPLE SOLUTIONS

**Computacenter helps customers meet their current and future needs with integrated software, hardware and consultancy services**

With 25 years' experience, we remove obstacles and unlock opportunities throughout the software lifecycle.

From operating system upgrades to virtualisation initiatives, we help organisations achieve a faster return on investment from their software assets and agreements. We assess. We advise. We implement. And we manage.

We understand how to maximise value from on-premises and hybrid software solutions from established and emerging vendors.

With our vendor knowledge and strategic relationships, we prevent project delays, minimise the risk of audit and maximise value for money.

We deliver a full range of software offerings from standalone point services to address compliance issues to ongoing Software Asset Management (SAM) services that free up internal staff from time-consuming tasks.

We combine our software licensing expertise with IT infrastructure and deployment skills to deliver end-to-end projects across the datacenter, cloud and the workplace.

With Computacenter's software lifecycle services and solutions, organisations can establish the foundations they need to support user needs today and business transformation tomorrow.



# AN ASSET FOR LIFE

**Remove risk and complexity from procuring, renewing and managing software licences**

Computacenter's services are designed to help organisations at all levels of maturity and at every stage of the software lifecycle. Our core offerings include:

## **Advice and Procurement**

Our teams of software specialists help organisations develop procurement strategies that align to business needs. We help assess new vendor solutions, implement technology roadmaps and advise on how to unify and simplify sourcing strategies and processes. Thanks to our group-wide partner management team, we ensure that our vendor relationships and distribution channels always result in the best commercial terms for our customers. We transact around 50,000 license transactions and manage 700-plus software vendor relationships.

## **Supplier Rationalisation**

By centralising supply with a smaller number of partners, organisations can reduce administration and enable cost savings. We work with our customers to set realistic rationalisation criteria, timescales and expectations. Software licensing agreements can be a maze of terms and conditions that vary considerably, adding to the IT department's workload. By partnering with Computacenter, organisations can unlock cost savings through smarter procurement and better visibility of their software assets. Thanks to our skills and best practice processes, we minimise the risks associated with supplier rationalisation programmes.

**Contract and Renewals Management**

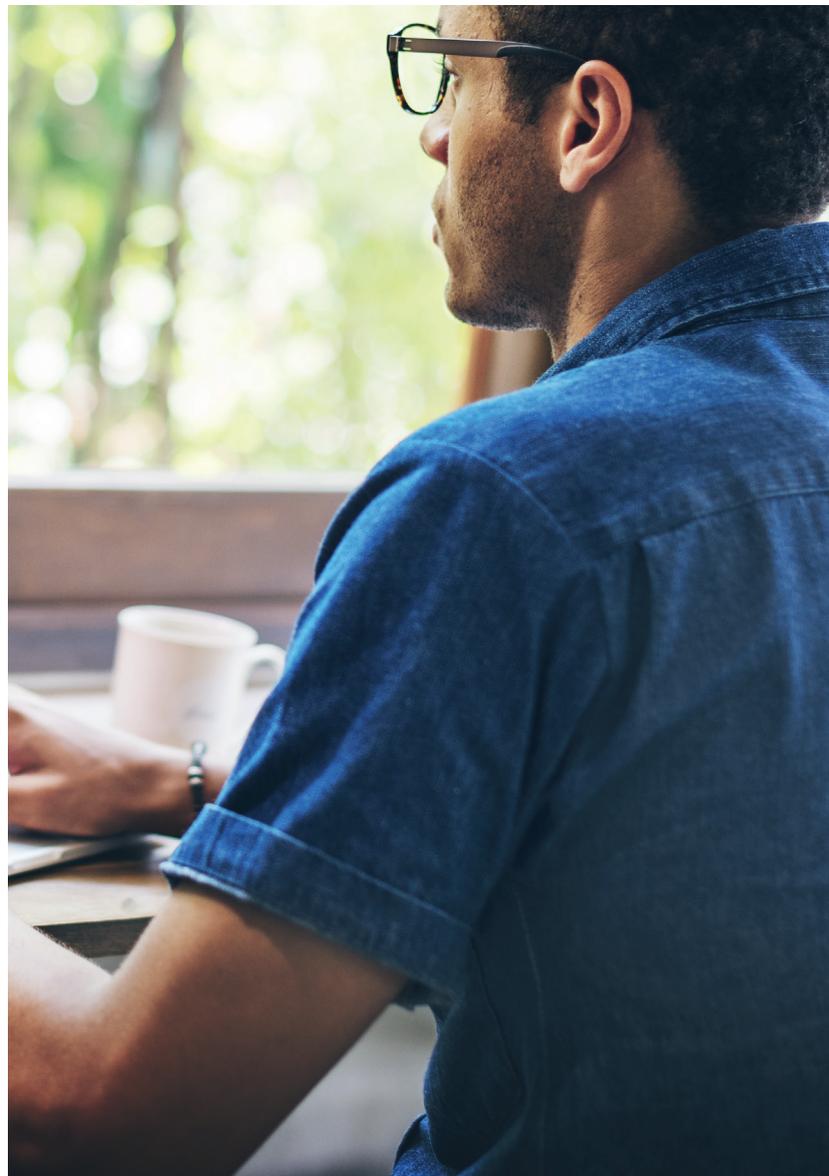
Computacenter helps organisations transform licensing renewals from a reactive task to a proactive process. Using specialist tools, we identify opportunities to consolidate and co-terminate agreements and reconcile renewal quotes with the current entitlement position.

**International Supply**

As more and more organisations have offices across the globe Computacenter has the ability to transact customer requirements outside the UK, with international capabilities that stretch across the globe. Using carefully selected partners, we offer end-to-end software procurement services for international organisations.

**Software Asset Management**

We provide the tools, processes and expertise for managing licensing entitlements and obligations on a day-to-day basis. Using ISO/IEC 19700-1 best practice frameworks, we help establish an efficient approach to software asset management to ensure organisations can meet their contractual obligations and evolving business needs. Our modular approach enables organisations to select the level of service required to meet the needs of their business.





We also offer additional point services designed specifically to help organisations across the software lifecycle:

**Commercial Advisory Service**

Computacenter’s Commercial Advisory Service for Tier 1 vendors provides independent expert advice to ensure your agreements align with your business strategy both now and in the future, that they are right-sized and are cost optimised.

This is achieved through user profiling, benchmarking, agreement reviews, existing perpetual investment analysis followed by commercial support and negotiation to secure the best discount and concessions.

**Audit Defence**

Our experienced consultants support the customer before and during a vendor audit. We provide guidance on how to mitigate risks and costs.

**Cost Optimisation**

We use an organisation’s entitlement and usage data to produce a compliance risk assessment, which includes remediation recommendations to prevent unnecessary spend and maximise existing investments.

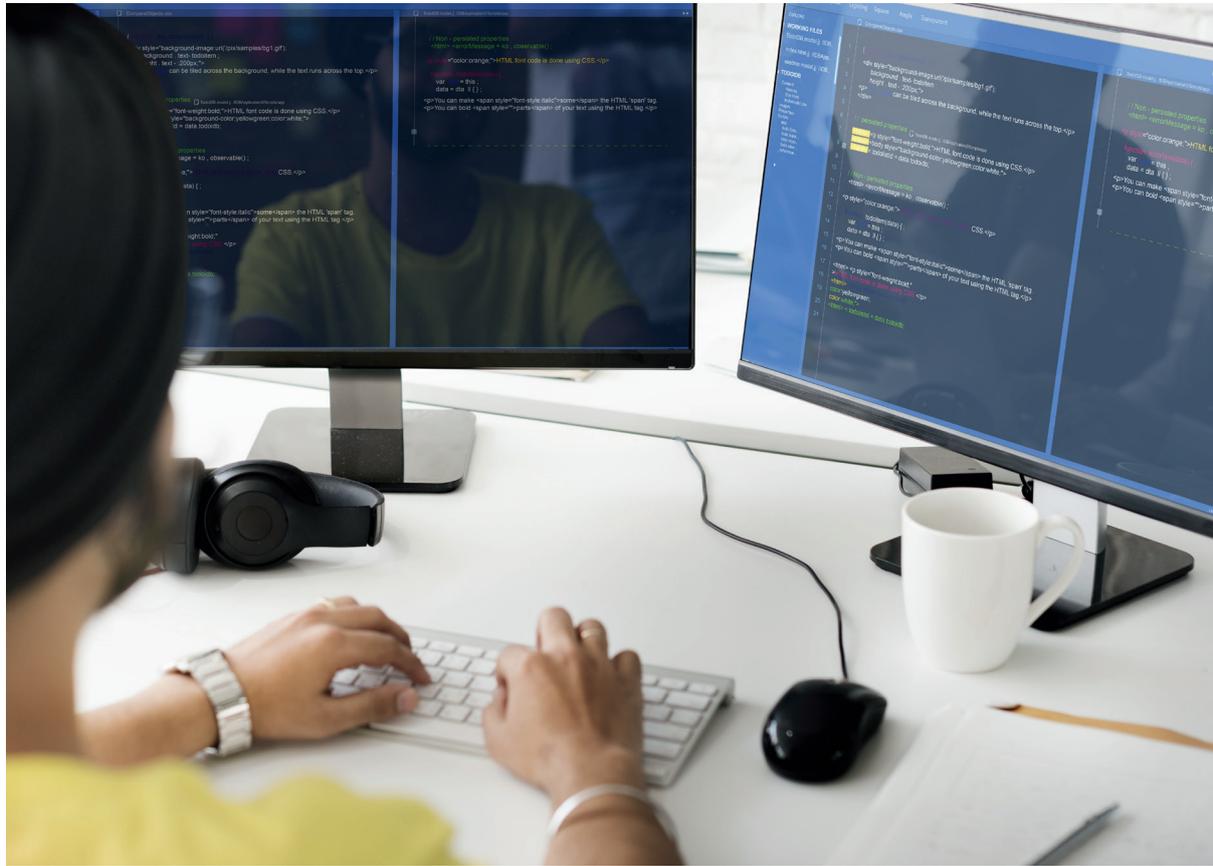
**Policy & Process Review**

We review an organisation’s software processes and policies against industry standards and best practices, and provide prioritised recommendations for process improvements.

**SAM Managed Service**

Computacenter’s Software Asset Management Service is designed to aid organisations manage the risks associated with license non-compliance and to reduce the costs associated with inefficient license allocation and purchasing. The Service is an outcome-based service, based on provision of reports and advice to the customer. Services include:

- SAM maturity assessment to understand current state, business requirements and priorities
- Implementation of the market leading SAM solution from Snow Software
- Fully Managed SAM Solution with opportunity to self-serve
- Management of Entitlements
- Alerts and data support for upcoming contract renewals
- Support and recommendations to optimise software spend
- Integration into Computacenter’s overall business portfolio



# RIGHT ADVICE, RIGHT RESULTS

Bringing together experience from  
hundreds of customer engagements

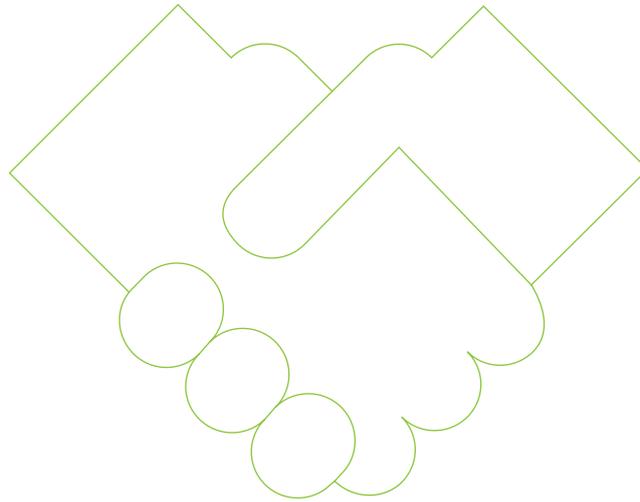
Our vendor independence and customer-centric approach enables us to deliver the best outcomes for both businesses and their users.

With repeatable service components based on proven processes and ITIL® best practices, we bring efficiency and flexibility to software licensing and asset management.

Our industrialised approach is underpinned by our Shared Services Model, which enables us to apply best practice and lessons learned across our customer base. Our services are delivered to stringent service level agreements and with a focus on continual service improvement.

With global capabilities, we can provide centralised licensing services across multiple geographies. We use best-of-breed management tools that integrate seamlessly with our customers' solutions, enabling them to take advantage of existing investments.

As well as operating a flexible and transparent cost model, Computacenter offers a range of commercial innovations to suit every budget.



# TRUSTED PARTNER

Computacenter has the scale and skills to deliver software services across multiple geographies

With more than 70 software specialists across the group, Computacenter has the breadth and depth of expertise to help organisations address their software challenges quickly and effectively.

What makes Computacenter different:

- We have 25 years' experience of sourcing, discovering, deploying, managing and renewing software assets
- We combine specialist software services with workplace, networking and datacenter expertise
- Every year, we complete more than 50,000 licensing deals for our customers
- We hold more than 200 software certifications from all major vendors, including Microsoft, VMware, Citrix, Oracle and Symantec
- We are a Microsoft Partner and Gold Partner in five competencies, including Volume Licensing, Management & Virtualisation and Desktop
- We are a member of the Federation Against Software Theft (FAST) and Investors in Software (IIS)
- We work with more than 1,000 customers in 70-plus countries

# DELIVERING QUANTIFIABLE BENEFITS

## Large London borough saves £80,000 by consolidating software licences

### OBJECTIVE

Under pressure to reduce costs, the council was keen to reduce over-spending on Oracle software licensing, but with essential public services underpinned by Oracle solutions, the organisation needed a compliant software estate. Traditionally, the council transacted directly with the vendor, but it didn't have the in-house skills and resources to ensure that its licence agreements matched its actual needs.

### SOLUTION

The council turned to Computacenter for help. Over three months, Computacenter completed a thorough analysis of the council's Oracle requirements and existing licences. It then advised on the licences that were no longer necessary, and those that could be consolidated.

### OUTCOME

Around 70 per cent of the council's Oracle licences could be retired, saving up to £80,000. The council can also ensure compliance and minimise the risk of an audit. With a better understanding of its agreements and requirements, the council can simplify ongoing software licence management, freeing up the internal team to focus on more strategic IT projects.

## Major bank saves up to £2 million by establishing true licence position

### OBJECTIVE

To meet budget constraints, the bank needed to achieve significant and immediate savings. With limited knowledge of its software estate, the customer was concerned it was spending too much money on licensing. A CEO-led initiative mandated that all vendor contracts should be reviewed and renegotiated.

### SOLUTION

After extensive consultation, Computacenter helped the customer establish its true licence position, from which it was able to provide a cost savings analysis and report of recommendations. Following the exercise, Computacenter also provided advice on consolidated and streamlined procurement processes that would prevent maverick purchases.

### OUTCOME

The customer achieved its main objective of reducing the overall software spend for the year by an estimated £2 million. In addition, thanks to Computacenter's observations and recommendations, an expected vendor true-up was no longer required.

## Investment firm decreases software costs with better visibility and utilisation of assets

### OBJECTIVE

Following expansion and consolidation, the customer struggled to keep track of its software assets. As lack of control increased the risk of non-compliance, overspend and a vendor audit, the firm needed to improve visibility, and to ensure the best value from its agreements, maximising potential re-use.

### SOLUTION

Computacenter helped the firm to implement a licence management toolset to increase visibility and simplify compliance across its workplace devices. It is now responsible for procuring new licences and optimising existing assets for the firm's UK operations, providing a single point of contact for software quotes, purchases and queries. Thanks to its multi-vendor knowledge, Computacenter can also advise on how changes to hardware, such as increased server processing power, may impact different licensing agreements.

### OUTCOME

By improving visibility and utilisation of existing software assets, the customer was able to cut its spend on standardised desktop software by 36 per cent in the first year of the Computacenter partnership and 22 per cent in the second year.

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## GET IN TOUCH

To find out more about how Computacenter's Software Lifecycle Services can decrease costs and increase availability, please contact your Computacenter Account Manager, call **01707 631000** or email **enquiries@computacenter.com**

**computacenter.com**

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## **Enabling users and their business**

Computacenter is a leading independent provider of IT infrastructure services, enabling users and their business. We advise organisations on IT strategy, implement the most appropriate technology, optimise its performance, and manage our customers' infrastructures. In doing this we help CIOs and IT departments in enterprise and corporate organisations maximise productivity and the business value of IT for internal and external users.



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