



## CENTRALIZED IT SERVICES WITH VISIBILITY INTO ASSETS AND INCREASED CONTROL OVER LICENSE UTILIZATION.

Software Asset Management (SAM) relates to the control, management and optimization of software assets and their related expenses in an organization. While a good Software Asset Management system is necessary to stay ready for audits and ensure compliance, it also plays a huge part in bringing down year-by-year software spend.

# Top 5 Challenges



## Unwanted Discovery Noise

Many discovery tools discover unwanted information such as small executable files, hotfixes, etc.



## Cloud Complications

There are complications in managing multiple SaaS licenses and in tracking utilization & compliance.



## Lack of Roadmap

Trying to do too much in one go without a clear set of objectives can easily cripple any SAM efforts.



## Ever-Changing Environment

IT environments transform rapidly and license changes between versions add to the flux.



## Staying Audit Ready

The reactive approach to software audits might lead to unpleasant surprise in the form of penalties.

# Best Practices Recommended by abhra



## Automation & Acceleration

Using a SAM platform to automate, accelerate, and improve manual processes of SDLC.



## Database of Licenses

Maintain a database or document purchased licenses for creating entitlements on ServiceNow® SAM.



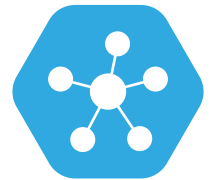
## Integrate SCCM or SaltStack

Integrate configuration management tools like SCCM with ServiceNow® for Normalization.



## Remove Unused Software

Create an automated workflow to uninstall unused software while reclaiming licenses.



## One-on-One Mapping

Make sure there is one-on-one mapping between discovery models and software models of publishers.

## CASE STUDY

### Business Problem

The Wholesale Club Enterprise was not able to track, evaluate and monitor all their software. Managing Software licenses, Compliance, Procurement and Optimization was a massive challenge. The major goal was to establish end-to-end software life cycle management within the organisation.

### Solution

- IT Assets, non-IT assets and consumables managed in ServiceNow® Asset module.
- Integrated the ServiceNow® Asset module with the CMDB.
- Implemented Seat allocation module to manage assets tagged to seats and user seat allocation for better tracking.
- Integration with third-party applications like PeopleSoft finance and HRMS for Asset PO (Purchase Order) data.
- Integrated software asset management solution using ServiceNow® Software Asset management, SCCM, SNOW and AD. The SNOW tool was utilized for software discovery and license management.
- Integration with SCCM and AD for automated provisioning of software requested by user from software catalogs.
- The solution spanned 12,000 desktops, 15,000 laptops, and 10,000+ software titles.