

## Contract Risk & Compliance Software Asset Management (SAM) More software value, less risk



### Overview

Optimizing software asset management may yield positive results and help avoid unwanted surprises. Software licenses and maintenance costs typically represent a significant portion of an annual Information Technology (IT) budget. Effective management, control, and protection of software assets are essential to optimize their value and manage the risks associated with software license compliance.

### The problem

Too much or too little of a good thing?

Software assets are often not well monitored, such that many organizations do not know whether they are under, or over-subscribed; potentially resulting in significant unidentified liabilities or underutilized assets.

**Asset life cycle complexity.** Often, there are multiple groups involved in the purchase, installation, movement, renewal and disposal of software assets. Along with ineffective governance, absence of standardization, automated renewals and complex software arrangements, this can result in cost overruns, redundancies, and over-licensing.

**Complicated license agreements.** Most organizations are not equipped to deal with complex licensing issues, such as software that is bundled with other products or services; a wide variety of software licensing terms; and complex software entitlement rules which specify product usage restrictions. It is one task to physically track software assets, but an entirely different challenge to manage and optimize usage to the contractual terms and conditions of each software product used by your organization.

As a result, there are significant risks to your organization in terms of potential financial, legal, and regulatory issues or over-licensing. Even in organizations with well-controlled IT departments, unlicensed software,

unapproved purchases, or simple misunderstandings about deployment rules can go undetected for years, typically until a vendor audit is performed. Deloitte's Software Asset Management (SAM) services can help.

### A fresh approach

Deloitte's SAM services can help resolve these issues and provide benefits by improving:

- Knowledge – increasing awareness of usage and alignment with needs and entitlements.
- Predictability – standardizing technology products, efficient purchasing of software licenses, reducing redundant SAM efforts, fine-tuning software maintenance terms, and forecasting future costs based on more accurate projected software needs.
- Value – maintaining software asset inventory at optimum levels, reallocating or rationalizing unused software licenses, identifying upgrade opportunities and locating missing software assets.
- Efficiency – standardizing processes to write and approve software contracts, harmonizing the process of responding to vendor and watchdog requests for inspections, and proactively identifying software license compliance issues.
- Software acquisition – reducing unauthorized software license usage or purchases, avoiding needless overpayment of license fees, and increasing your ability to locate and manage the terms of purchased licenses.
- Control – gaining greater control over distribution, development and maintenance, where software is installed, reducing duplication of unauthorized software and fine-tuning maintenance terms.
- Monitoring and reporting – identifying software usage that is outside license terms and conditions, reigning in under-licensed and over-licensed products in a timely and accurate manner.
- Security – reducing the risk of harmful or unauthorized software and obtaining increased control over security and privacy processes, procedures, and tools.

### Our SAM toolbox

Deloitte offers flexible approaches for helping organizations gain and maintain control over their software assets. Our SAM toolbox is a versatile and powerful option offering access to specific, defined SAM services, including:

**Software License Baseline.** We help you establish a software inventory baseline to analyze and reconcile your inventory of a specified product or group of products against entitlements and terms and conditions of applicable contracts. This process can provide a clear point-in-time look at your organization's software license deployment by vendor, location, and server environment. Results of this effort include a software entitlement status table indicating potential over- or under deployment with recommendations for addressing your risks; assistance with optimizing software contracts; and preparing you for a vendor software license compliance audit (i.e., inspection).

**SAM Diagnostic/Benchmark.** We help you assess your current software management practices, including organizational model; governance practices; tools deployment; and management processes, policies, and procedures against leading practices with a view to identify areas of improvement. We produce a SAM scorecard that identifies benchmarking results, a summary and assessment of SAM processes and controls, and recommendations for remediation of gaps, often including identification of high-risk software compliance areas and opportunities for standardization and cost reduction.

**Full SAM Implementation.** This is an extensive approach to the review and improvement of your SAM processes. We will assist you with the following:

- Managing a SAM tools selection Request For Proposal (RFP) process and/or implementing SAM tools
- Implementing an organizational process model addressing items such as software requests, IT procurement, cataloging, inventory management, and financial management

- Improving other related areas as defined by the Information Technology Infrastructure Library (ITIL) processes like patch management, security management, etc.
- Operationalizing a global delivery and support model for globally decentralized organizations
- Providing observations to help you improve relationships with software vendors
- Implementing license management processes
- Remediating weaknesses identified through a SAM risk assessment
- Preparing your organization to be aligned with ISO standards
- Developing a long-term software practices strategy including self assessments and ongoing monitoring

### The Deloitte difference

We have deep experience deploying our SAM services for organizations in a variety of industries across the globe (via access to the global network of member firms of Deloitte Touche Tohmatsu). Our strong and successful track record is based on:

- In-depth knowledge of the SAM space – the deep technical skills and experience of SAM professionals around the world with knowledge of software technologies and licensing across various vendors and products.
- Understanding of the ISO SAM standards – a Deloitte specialist coauthored the standards.
- IT and internal audit perspective – our experience spans both the client view and vendor (audit) perspective. We have long-standing, close relationships with major software vendors, including assisting many of them in their software audits. We bring this unique perspective to our clients when implementing SAM.
- Industry insights – our services span the major industries, allowing us to bring the latest insights from current industry trends in IT and software management.
- A Risk Intelligent approach – that prioritizes areas with maximum risk and cost impact.

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