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Software Asset Management Managed Services
Meeting the evolving demands of the organization with end-to-end software management services

Introduction

Information Technology (IT) and procurement leaders today are feeling the pain of increased vendor audits and overspend of unused software. With the increased focus on IT efficiency, the growing challenges of managing an organization's software assets have become clumsy to manage, exposing the organization to financial and operational risk liabilities.

Let Deloitte[1] take the complexity out of managing software assets and move your firm toward software optimization. Leverage our leading class Software Asset Management (SAM) Managed Services offering built on years of vendor license and SAM experiences. The benefits include cost avoidance, cost optimization, and staff efficiencies.

Inaction is costing you money

Enterprises spend a lot of money on software, but fall short on realizing the importance of proactive management of that software. What is more, Gartner[2] predicts that by 2017, companies will be spending 10 times more on their SAM services than they do today.

To manage this terrain more effectively, companies should take the action steps in order to understand how much software they have deployed and have licensed. Getting this wrong can put organizations at risk of:

- Millions of dollars in unplanned payments to software vendors for noncompliance
- Oversubscription—paying for more software licenses than needed, especially as the organization and environments change
- Security threats, due to the use of unauthorized software or the inability to manage their IT assets

The key to managing these risks is prevention… not just reaction after the fact. That is where Deloitte can help.

1. As used in this document, "Deloitte" means Deloitte & Touche LLP, a subsidiary of Deloitte LLP. Please see www.deloitte.com/us/about for a detailed description of the legal structure of Deloitte LLP and its subsidiaries. Certain services may not be available to attest clients under the rules and regulations of public accounting.

2. "Predicts 2014: The Digital Economy and the Cloud Raise New Licensing, Services and ITAD Challenges for ITAM and Procurement" Nov 28, 2013, Gartner, Inc.

Reduce cost. Save time. Achieve better outcomes.
Leveraging the skills and experiences of Deloitte can enable a company's leadership team to make smarter decisions regarding software investments and brings value to the organization by making the most of utilization, creating efficiency, and reducing costs and risks associated with software.

We help clients achieve clear objectives from the start:
- Reduce audit and legal exposure from software overdeployment and guard against unplanned payments to software vendors
- Realize cost savings by optimizing software spend
- Improve the forecasting and budgeting process and financial controls
- Mitigate security risks from the use of unauthorized software
- Develop a framework for continuous improvement
- Allow your teams to refocus their attention on priorities critical to reaching company objectives

The Deloitte difference
As the industry leader in SAM Managed Services, Deloitte brings the skills, experiences with license optimization technologies, and our own proprietary tools to the table to help your organization realize software optimization, cost savings, and improve operational efficiency in three distinct ways:

Audit cost avoidance
- Understand software deployments
- Understand software entitlements
- Insight into license rules
- Proactive remediation of perceived compliance issues

Software optimization
- Capitalize on licensing efficiencies from virtualization to reduce software maintenance
- Utilization analysis—Remove underutilized software
- Software vendor rationalization to drive better pricing
- Negotiate favorable volume purchase agreements (ELAs)
- Enhance preparedness for contract negotiations

Indirect IT labor savings
- Decrease ticket processing time of software transactions
- Automate reconciliation of assets—decrease manual work effort
- Limit security risks due to increased SW policy compliance

We achieve these goals through our services that help you address three types of tasks: operational, ad hoc and transformative. Our engagements can either be comprehensive managed services or a hybrid model, where we supplement your existing team that is already operating in certain terrains.

Illustrative examples of the various tasks that take place within the outsourced SAM processes:

Ongoing SAM operational support
- Streamline software request ticket processing
- Tracking of enterprise software budget
- Create and perform monthly SAM cost savings KPI reporting process

SAM ad hoc projects
- Adjusting systematic workflow processes based upon other ITSM adjustments
- Obtaining keys and license waivers for periodic disaster recovery testing
- Performing a license model optimization study

SAM transformational activities
- Geographical phasing of subsidiaries into overall SAM program
- Governance of software life cycle activities
- Optimize vendor contract terms and conditions

Contact us

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