

Success  
Story

  
HEXAWARE

\$AKM



Track



Deploy



Utilize

Software, As You Like It





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Companies who have good software governance at the top of their mind are completely aware of when, why and how software is used. This knowledge forms the essence of Software Asset Management or SAM that brings better tracking, deployment and utilization to every software that passes through the veins of the company.

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## Challenges to SAM

Despite many advantages and benefits that companies can attain, there are a number of elements that conspire to prevent SAM from being executed in organizations.

When SAM is viewed in silos, it can be construed as a compliance activity that is immediately put in the **lowest rank of priorities**. One of the main reasons SAM can fall behind other vital dos, are the latent benefits it has to offer. There is a belief system that goes like this; SAM can be achieved with a single platform that captures the inventory and entitlement details. However, these promises are misleading and unreliable, as building a platform does not make any adjustments to processes and culture.

Software licensing can be quite **complex and unclear** in some cases. Agreements are structured in a way that makes understanding impossible. How do we track and comply with requirements without understanding?

Legal, procurement, IT and finance are some of the main groups that are affected by SAM. These groups, as it is commonly known, **do not interact freely**, sacrificing overall efficiency and optimization.

Usually, there are a bunch of older licenses, mergers and acquisitions that make **documentation of historical licenses a challenge**.



## Making a case for SAM with a global information services company

The client is a global information services company that serves legal, business, tax, accounting, audit, risk and compliance issues with their software products. They operate in more than 150 countries with various industry verticals. The client's aim is to enhance the lives of people through technology and solutions. They protect people's health and prosperity and aid in bringing about a safe and just society.



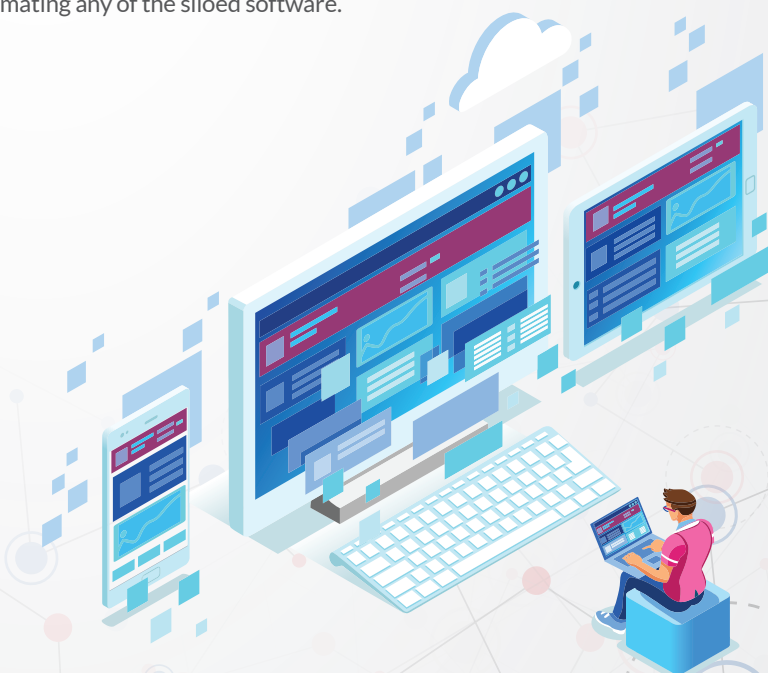
### Taking software for granted

Since SAM is not purely an IT-based process, the scope lies overall in governance and strategy. This can cause ownership issues with the implementation. Apart from the implementation challenge, the ongoing process for the client was running on Excel and was largely manual. This consumed much of the time for the staff who supported the SAM lifecycle and the procurement of the assets. Apart from the good amount of workforce that involved themselves in implementations, there was a chunk of investments that flowed into this without yielding any results.

The client felt that clearing and streamlining this SAM process could pave the way for future automation. Hexaware agreed. In order to automate the process, one needed a clear depiction on the assets and the surrounding software inventory. Hexaware suggested and implemented SAM platform. The platform is known to help in various aspects of an environment in understanding the SAM process, starting from maintaining, sustaining, and having an accurate and effective inventory along with the license contract records for various assets and vendors.

In the case of SAM, enterprises need to establish a significant cultural change and recognize the need to take complete charge of the processes involved. Thus, beginning active management of the software assets that they possess.

This is the area that the client lacked in. They had an inappropriate asset inventory management process, with completely manual license tracking. This process turned out to be extremely lengthy and time-consuming. Apart from this, there were questions raised on accuracies on the data garnered. Software request fulfillment was also done manually based on the application usage level. Due to lack of appropriate inventory and license tracking, software licensing for various vendors was inadequate, and a lot more was spent on software products, which led to mismanagement of products. This, in turn, poured over in workflow and strength of the organization, finally leaving no choice for the client but to give up on automating any of the siloed software.



## Gaining Control of the Environment

The solution took place in multiple phases to avoid any downtime. There was much to consider for the Hexaware team and the solution was not an easy one. The SAM platform was implemented in the client's environment after much deliberation within the team. This move would upkeep the asset inventory and the environment in question. The platform is known to keep track record and maintain all the software licenses and contract databases at one single location, which in turn produces the normalized, simplified dashboard of reports as the single source of truth. The reports further support the budgeting of the software licenses, along with their contract data.

This implementation helped in reducing the security risk factors and gave better inventory oversight to the client. The ROI was drastic since costs went down; the management of software assets was smooth through the SAM platform; finally giving way to automation. Hexaware was able to control the cost from going higher due to complexities in the environment. The solution implemented brought further cost savings due to the streamlining of the process for procurement, deployment, allocation & re-deployment. Overall, the ROI was sky-rocketing due to multiple integrations like IT Service Management & HR Management System.

## Added Benefits

The client could sustain a rationalized SAM by maintaining their inventory and compliance, which saved millions of dollars in terms of ROI, optimizing, renewals and re-harvesting of various sets of data.



## About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and Consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight. We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'Automate Everything, Cloudify Everything, Transform Customer Experiences.' Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

Learn more about Hexaware at <http://www.hexaware.com>

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