

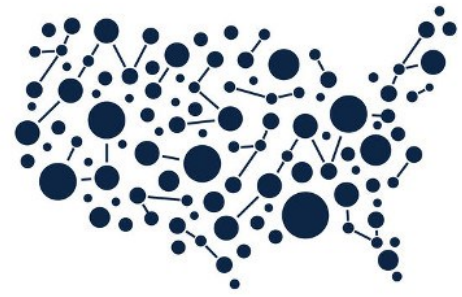
CASE STUDY: SOFTWARE ASSET MANAGEMENT ROADMAP FOR GOVERNMENT AGENCY

COMPANY OVERVIEW

This is a state agency that provides technology services to the other state agencies. They are responsible for IT strategic direction, IT policy and to deliver centralized IT products and services within the state.

COMPANY PROFILE

Location	A US State
Employees	Large Institution > 100K
Industry	Government
Solutions	SAM Roadmap
Go Live Date	Implementation of Roadmap is the Next Phase



CHALLENGE

The client was trying to standardize their processes and controls to improve the maturity of their software asset management program to service all state agencies. They had multiple software vendors and a hefty budget spread across multiple state agencies, but did not have the people, processes, or tools to proactively manage assets through their lifecycle. Each agency and department functioned in a siloed fashion, driving inefficiency in operations, budgeting, and overall technological innovation. They also did not have any way of readily accessing data to understand their current license position for vendors leaving them exposed to potential compliance and financial risks.

SOLUTION

- Performed an extensive analysis of the current state of their business using the ISO/IEC 19770 framework and IAITAM Best Practice Library
- Collected data from various IT groups such as security, IT contracts, infrastructure, and enterprise apps
- Identified their gaps and risks
- Created a roadmap to improve the maturity of their ITAM practice to address those gaps and risks.

By implementing the recommendations the client could save a conservative estimate of 10% of their IT spend!

THE RESULTS

Identified risks including: financial burdens, compliance and loss of operational efficiency and effectiveness.

Provided recommendations and a roadmap to address identified risks and improve maturity of SAM practices, moving towards a more dynamic approach and to optimize resources, through the implementation of SAM governance, processes and standards.