Lifecycle Management Services

Organizations understand the need and benefits of a mature Software Asset Management (SAM) Program, and are investing heavily in the tools, resources, and training necessary to effectively manage their critical software and hardware assets. However, failure in any one area can compromise the entire program. So, to be successful requires resources with expertise in contracts, software licensing of multiple vendors, various tools, workflow processes, business analytics and more as a missing link will often result in higher costs and risks of non-compliance. SAM programs are complex and the overhead associated with finding skilled resources and the cost of their ongoing training is high, but what other option is there?

Why Lifecycle Management Services?

Siwel's Lifecycle Management Services provides organizations with an opportunity to leverage Siwel's certified resources, processes, and best-practices to enhance their internal capabilities and overcome existing gaps and deficiencies. Each of these managed service engagements is customized to meet the specific needs of the client including the specific skills or services that are required, number of resources, software publishers to be covered, and SAM tools to be used as well as any business or geographic scope considerations.

Siwel Lifecycle Management Services are proven to be scalable and are trusted by global organizations across multiple industries to assist internal teams in establishing best-practice processes for day-to-day operations, assist with contract negotiations and audits, and manage and optimize IT hardware and software assets effectively.

What Services/Solutions Can Be Provided?

Siwel's Lifecycle Management Services team will customize the services to the business need, but the most sought-after options include the following:

Asset Lifecycle Support: Siwel will dedicate experienced license analysts to support your business needs that are responsible for full lifecycle software license management (request through to harvest/recycle) for one or more Software Publishers – including desktop, data center, mainframe and cloud, as required.

Data Analysis: Siwel's experienced analysts can help clean and validate discovery, license and entitlement data, establish baselines of key software usage, carry out trend analysis and utilization forecasts, and develop processes and templates to meet contractual obligations as well as provide visibility into performance and executive dashboards.

Contract Management: Working with internal Procurement, Contracts, and Legal teams, Siwel resources provide knowledge, best practices, and support for contract analysis, negotiations, and audit readiness.

Vendor Management: Siwel resources can liaise with the account teams from your major publishers to assist with Catalog Management, Software Download Management, and supporting technical requests and issues.

Financial Management: As well as the physical tracking of assets, the Siwel team can assist client Finance teams establish and maintain the tracking of the assets from a financial perspective – ensuring that processes for internal business "chargebacks" or "showbacks" are in place, enforced, and reported on correctly.

Lifecycle Management

- 25 expert software license analysts

- $3.5+ billion Lifecycle Management software portfolio

- $18+ million in software licenses harvested annually

- Up to 4,500 license requests processed annually, per client

- Up to 30% savings during first year in software costs

Governance: With Siwel's expertise in SAM processes and standards to call upon, the Siwel team can provide client organizations with recommendations for governance best-practices and alignment with the ISO 19770-1 SAM Standard's recommendations.

Service Management: The Siwel team can work with any ITSM/Request Management tools in use by the organization internally, or if required, Siwel can provide a customized Software License Request System (SLRS) that is deployed on your Intranet and provides that same functionality. This tool has the ability to manage all licensing requests and transactions, has a rich reporting interface, contains business rules defined to enforce specific contractual terms and conditions, and fully support the use of internal "chargebacks" and "showbacks".

Download Management: Managing downloads or access to media can be a challenge for many organizations, but the Siwel team has experience with many options for doing this and understands best practices for controlling downloads from your major publishers. If required, Siwel can also provide a customized Download Management solution which becomes the gateway to a secure repository for your approved software media that allows controlled access by authorized users.

What are the Benefits?

Managing IT assets effectively requires knowledge and expertise in many disciplines, as well as available resources to do the work. By choosing Siwel's Lifecycle Management Services, companies will realize the following benefits:

Financial Reward: Significant cost savings through identification of overspending on software licenses and maintenance. Siwel clients typically realize as much as 25%-30% cost savings in the first year.

Business Intelligence: Access to real-time, accurate information enabling an organization to make critical business decisions quickly about the management and optimization of their IT assets.

Best Practices: Leverage the knowledge of Siwel's resources who have gained process experience working with multiple clients and are able to apply industry best practices to the tasks they carry out.

Mature IT Asset Management: Combining Business Intelligence and Business Analytics gives an accurate position on software deployments, entitlements, and trend analysis as an advantage when negotiating contracts and responding to compliance requests.

Experienced Resources: Whether supplementing internal teams, outsourcing specific functions, or the entire SAM Program, your organization will gain the benefit of experienced resources without the need to incur the costs of hiring additional full time employees and providing extensive training.

Business Continuity: Through a long-term partnership with Siwel, clients are able to retain key asset and process knowledge in-house despite any organizational or resource changes that may occur.

Case Study: Telecommunications

A long-time major telecommunications client has reaped the benefit of supplementing its own ITAM team with Siwel's Lifecycle Management services. Over the course of just two years, the Siwel team has been able to demonstrate the value of an effective license management process and saved the organization over $22 million from one software publisher alone.

Siwel's expert licensing knowledge with this publisher allowed the client to right size their environment by leveraging a more favorable metric which reduced spend by over $1.2 million for a single product. Additionally through consistent request management and knowledge of the product catalog, Siwel was able to assist the client in creating a standards list. This list eliminated redundant software from the environment and reduced the risk of the client running unsupported software. These process changes alone created over $1.6 million in annual savings.

The Siwel team continues to tracks new products and licensing terms as part of an ongoing analysis of contract options and pricing to leverage any new benefits identified and facilitates regular educational updates/knowledge transfer sessions.

Why Siwel?

Founded in 1992, Siwel is a woman-owned business that has been developing and implementing successful IT Asset Management solutions for Fortune 500 and middle market companies since 1998. The Siwel team has learned that to be successful you must be "Data Smart" - your ITAM program must combine rich business intelligence with business analytics that enable your organization to support important strategic and financial decisions. Whether you engage Siwel for help with tools, data, contracts, processes, managed services or just industry best-practices, your organization will benefit from the support and services of the foremost experts in the field.