

Tools Optimization Services

Managing software is becoming more important to your budget and to your business - and increasingly difficult to do well. With all the different products and license metrics in use, a SAM tool that can recognize installed products and correctly assign and calculate license metrics is an essential component for an effective ITAM Program.

The Challenge – Tools are NOT Simple

Deciding upon or even implementing a tool is just the beginning. Often the time and effort to successfully plan, implement, and support a tool is misunderstood or misjudged as tools come with their own set of challenges:

- If you do not have anything in place already or you need to replace an older system, how do you plan, research, and select the tool that is the best fit for your environment?
- You have a tool ready to be deployed but can you architect, prepare and implement it in your environment? Can you identify subsequent changes in your processes and policies to optimize its use?
- Your SAM tool has been deployed but you are not seeing the performance or automated functionality that was expected. Has the solution been architected correctly? Is it configured correctly? Do your resources understand how to utilize all of the tools capabilities?
- You have had an existing SAM tool deployed for quite some time and you're looking to upgrade to the newest version to alleviate some issues with bugs and fixes – do you have the resources available to work through the upgrade process?
- The SAM Tool is deployed and functioning, but it is an isolated pool of data that duplicates or conflicts with information in your ITSM Service Desk and CMDB. How can the environment be architected so that these systems can be integrated and a Master Data policy defined?
- Your tool deployment consisted of implementation and support for some common software licenses. Do you have the internal expertise for the larger, more complex products and license metrics?

Ensure ROI for Tools

Over the course of more than 18 years of IT asset management experience, we have found that more than 90% of organizations struggle with one or more of the above scenarios. This means that potentially millions of dollars and thousands of resource hours invested in these solutions are not returning the value that is expected or needed for the organization.

Siwel can help with all of these scenarios, and more.

Siwel's Tools Implementation & Optimization Services

The types of support and services Siwel can provide clients in this area include:

- Support & Guidance for new tool selection
- HealthCheck and troubleshooting of existing tool implementation and configuration
- Planning, Architecting & Implementation Services for new tools
- Tool upgrade and configuration
- Data reconciliation, preparation and upload
- Review existing processes and revise with best-practices
- Guidance and best-practices for ITSM integration (Service Desks, CMDB, etc.)
- Calculate license position in the tool for any major vendor by mapping discovery and entitlements correctly
- Specialist knowledge transfer and training for system maintenance and reporting needs/capabilities

Benefits of SAM Tool Optimization Services

By selecting Siwel's Tools Optimization Services, your organization will realize the following benefits:

Efficiency: With a tool correctly deployed and configured, and licenses recognized and mapped to inventory, your organization will benefit from greater automation and efficiency, allowing resources to focus on higher value tasks.

Finances: With access to accurate licensing information, your organization will be able to optimize software costs and better forecast budgets. In addition, preparation for financial events such as software contract renewals and renegotiations, audits and functionality upgrades will be quicker and more accurate.

Decision Making: Through the use of accurate discovery data (Business Intelligence) and understanding of license usage (Business Analytics), you will have a clear view of your compliance position with your selected vendors, allowing for better and quicker business decisions.

Knowledge is power: Knowledge transfer is a major component of every project so as a result of working with the Siwel team your resources will have firm grip on best-practices for system maintenance and support which will reduce dependency on the tool provider for ongoing support and updates.

Siwel's Primary Tool Partners

The team at Siwel is well-versed in industry-leading discovery and software license management solutions from vendors including *IBM, Flexera, Snow, Eracent* and *Concorde* among others.

Case Studies

Telecom Services Company

Our client was struggling with a deployment of ILMT and IBM BigFix v9.2 to one of their regions with 10,000 assets. They requested support from Siwel to troubleshoot and complete the rollout. The Siwel team carried out a HealthCheck to identify the key issues, and then re-architected the solution and carried out a Software License Position to demonstrate the value and accuracy of the tools and the data collected. Based on this success, the Siwel team was asked to plan, architect and oversee the rollout to the remaining 20,000 global physical and virtual assets within a 3 month timeframe.

As part of this effort, the Siwel team configured the tool for their specific products in use, identified and verified product bundling options, trained the client team on support best-practices leading to generated reports of actual license usage giving the organization their first clear picture of IBM server software usage globally.

Business Services Company

Having selected Flexera FlexNet as the new ITAM tool for the corporation, the client looked to Siwel to architect and implement the solution "on premise" across their 90,000 desktop and server assets as well as to optimize licensing for their Microsoft software. Working with the global ITAM, Desktop, Data Center, and CMDB teams, Siwel first architected and oversaw the infrastructure rollout.

We then defined the configuration and data schema for the integration with IBM BigFix, Microsoft SCCM, and their internal Service Desk and CMDB. Asset and entitlement data was loaded, mapped and optimized to verify the license compliance position for Microsoft software in use throughout the organization globally.

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.