

ITAM WORX Services overview

The IT Asset Management Specialists

About us

ITAM Worx specialise in IT Asset Management (ITAM) & Software Asset Management (SAM) services working in partnership with leading tool vendors and a network of credible associates and trusted partners. Our combined experience, knowledge, and real-world practice allows us to engage at any stage of a customer's ITAM journey.

With a proven track record of delivering to multiple industry sectors including government, utilities, telecoms and finance, we are sure we will add significant value to a customers ITAM/SAM requirements.

Utilising the best-of-breed ITAM tools, we deliver quantifiable results to our customers to show them asset utilisation and how best to optimise the usage of those assets. ITAM Worx is aligned to ISO 19770-1 best practice standards to enhance client's organisational goals.

Our Services Overview



Technology Services

We provide ITAM Technology to enable customer to have automated & trustworthy data. Whether its a Hosted or On-Premise Solution, we implement, train and support customers to enable the full visibility of hardware and software assets.

Gain Visibility of IT Assets



Optimisation Services

ITAM Optimisation is key to continued spend reduction within any business. Our services are designed to manage current software investments and continually optimise that spend.

Reduce Risk and Optimise Spend



Maturity Services

Our IT Asset Management Maturity Services will benchmark a customer current SAM / ITAM processes against best practice and provide recommendations on how to mature to the next level.



Managed Services

Buying a tool is only half of the journey. We strive to ensure our customers continually optimise and reduce costs by providing services to manage this, especially useful if customers don't have the resources to be able to manage themselves.

Make Informed Decisions

Why ITAM Worx

ITAM Knowledge

ITAM Worx has a wealth of expertise in IT Asset Management giving us an unrivalled understanding of the processes, tools and skills that our customers require to get them the most out of their ITAM spend.

All about service

We provide a personalised service, with a dedicated team that works closely with customers and partners to understand their unique needs and requirements. We have standard services but we can also provide customised solutions that are tailored to specific business needs.

We're Independent

Proudly independent, we are not a licensing publisher resellers and therefore have a truly agnostic approach to software advice, which ensures we are always preserving the best interests of our customers.

Technology Services

The IT Asset Management Specialists

ITAM Technology

Helping organisations manage, control, and optimise their IT assets

Businesses need end-to-end visibility across their systems so they can optimise spend, maximise value and minimise risk.

ITAM Worx have worked with Snow Licence Manager technology for over 10 years and we provide a Hosted Or On-Premise Solution to implement, train and support our customers on their Asset Management programmes.

How it works

- Provision of Snow Licence Manager in a UK Hosted Azure platform
- Set up and Configuration of the systems for optimal discovery
- Handover and knowledge transfer
- On-going Technical support
- Quarterly Support Service Reviews

The approach

- Scoping call to obtain an understanding of your current environment and ITAM / SAM objectives
- Identification of key stakeholders, organisational units, and users and data sources
- Workshop to discuss pre-requisites and agree on timelines
- Scheduling and management of the end-to-end implementation
- Knowledge transfer to Customers' key resources

ITAM Technology

Benefits summarised



**Have full
Visibility of all
IT Assets**

**The ability to
see real-time
compliance
positions**

**To be able to
plan to
mitigation
risks**

**Understand
Wasted
Spend and
renegotiate
contracts**

**To be able to
make
informed
business
decisions**

SAM Tool Health Check

Helping organisations ensure they are getting the most from their SAM Technology.

Most organisations who invest in technology toolsets are not optimising their investment or gaining any real value. We will provide a Health Check of your existing Snow Licence Manager installation to ensure you are!

How it works

- We provide a technical and operational health check depending on if you have a hosted or on-premise solution
- The Health Check will check all configurations are up to date and aligned to best practice settings
- A findings report will detail all the collated information with recommendations to optimise Snow License Manager to its full potential

The approach

- Scoping call to obtain an understanding of your current Snow License Manager set up
- Identification of key stakeholders, access to systems and gain your overall SAM business objectives
- Conduct the Health Check (Technical and/or Operational)
- Presentation of findings and recommendations

SAM Tool Health Checks

Benefits summarised



**Baselines
your current
configuration
and set up
against best
practice**



**Understand
where areas
of
improvement
are needed**



**Identifies
potential
ITAM Process
and
procedures
gaps**



**Provides an
action plan to
work against
for improving
the time to
value**



**Improved
Return on
Investment**

License Importing

Giving organisations visibility of software licences

As part of our on-boarding services we ensure that Snow License Manager not only has the inventory data, but it also has licenses to start to give visibility of compliance and usage positions.

How it works

- We obtain your Microsoft or Adobe historical purchases records either from your own records, your reseller records or from the software vendor
- We upload your licenses and set up your agreements in Snow to enable you to see all your licenses in one place

The approach

- Scoping call to obtain an understanding of how to collate the information required
- Collaborate with you to ensure we import your licenses
- Conduct the import into Snow License Manager
- Set up Compliance reports within Snow and share them with you

License Importing

Benefits summarised



**Have a single
view of your
Software
licenses**



**Know when
agreements
are up for
renewal**



**Understand
installations
and usage
compared to
your licenses**



**Plan to
mitigate risks
and optimise
your licenses**



**Improved
Return on
Investment**

Knowledge Transfer

Helping organisations effectively use their Snow software

Our Knowledge Transfer is enabling organisations to be able to navigate and understand the full functionality of Snow License Manager and to ensure they get the most value from their investment.

How it works

- We provide a full 1-day session (or 2 half days) to do a full walkthrough of Snow License Manager
- This is a session for up to 10 people and is provided remotely using Microsoft Teams
- This is an interactive session using the organisation's own data, so the information shown is relatable

The approach

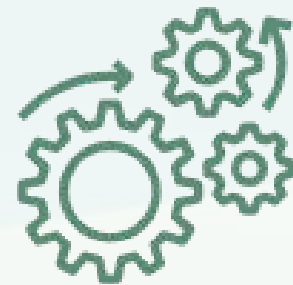
- We will agree the scheduled date for the session(s) and ensure all attendees are invited
- There is an agenda provided so each attendee knows what topics will be covered in the session(s)
- We will ensure all questions are answered on the day or followed up afterwards in a timely manner

Knowledge Transfer

Benefits summarised



**Know how to
effectively
use Snow
License
Manager**



**Manage your
Hardware and
Software
Assets
Lifecycle**



**Understand
installations
and usage to
optimise
spend**



**Easy
reporting and
data
extraction**



**Improved
Return on
Investment**

Optimisation services

The IT Asset Management Specialists

Vendor Baseline Review

Helping organisations baseline their vendor compliance position

The compliance and Optimisation service is a baseline assessment of the vendor products which will include an in-depth analysis of all existing licensing purchases, software installations, and contracts in scope, with the intent to provide insight and detailed effective license position.

How it works

- There will be 1-2 workshops with key personal designed to understand the organization's structure, network and IT set up
- A review and analysis of all contractual, licensing purchased
- Reconciliation of inventory date compared to licenses purchased
- Baseline report detailing the findings

The approach

- Scoping call to understand key stakeholders and agree timelines
- Co-ordination of all information required from the customer and any pre-requisites for each stage of the baseline assessment
- Scheduling and management of the end-to-end baseline
- Findings presentation

Vendor Baseline Review

Benefits summarised



**Identifies
potential risks
of non-
compliance**

**Enables
opportunities
to re-harvest
licenses**

**Gives
visibility of
potential
wasted spend**

**Baselining to
make smarter
decisions in
the future**

**Improved
Return on
Investment**

Microsoft Azure Cloud Analytics

Helping organisations manage Cloud spend and billing

Our Azure Cloud Analytics service solves the problem of deciphering complicated cloud output (invoices) by presenting it to any user in an easy-to-understand business intelligence (BI) dashboard.

How it works

- Cloud Analytics for Azure through its user-friendly interface
- Comprehensive business intelligence dashboard
- A focus on ease-of-use features
- Stand-alone product requiring no integration or security concerns
- Monthly Executive report from our FinOps Consultant

The approach

- Scoping call to obtain an understanding of your current Microsoft Azure agreements and organisational structure
- Identification of key stakeholders
- Scheduling and management of the Monthly activity
- Monthly Service Review

Microsoft Azure Cloud Analytics

Benefits summarised



**Easily
manage your
Azure Cloud
spend**



**Report of
current and
potential
optimisation
opportunities**



**Reduce and
Optimise
wasted Cloud
Spend**



**Monthly
reporting and
user-friendly
dashboard**



**Simplified and
holistic view
of
expenditure**

Maturity services

The IT Asset Management Specialists

SAM Lite Process Review

An independent review of an organisations current SAM process maturity level.

Our Lite touch Software Asset Management (SAM) Process Maturity review will benchmark where you are and what you need to do to improve managing your software assets throughout their lifecycle. A simple but effective scoring will determine if your organisation is currently at the basic, standardised, rationalised or dynamic stage.

How it works

- Conduct a workshop to go through 10 SAM process questions
- Maturity scoring is applied and aligned to ISO and ITIL Standards
- Recommendations provided to increase your SAM Maturity
- Summary report provided

The approach

- Service Initiation call for introductions and to align key stakeholders
- Complete a few simple pre-engagement questions to understand the organisation's environment and SAM Strategy
- Conduct the quick and easy assessment to not take up too much of your time!
- Presentation of the findings and recommendations

SAM Lite Process Review

Benefits summarised



**Baseline your
SAM
processes
maturity level**



**Understand
your process
strengths and
weaknesses**



**Creates a
SAM Plan to
improve your
processes**



**Gain
corporate
sponsorship
and business
alignment**



**Raises
awareness
of the
importance
of SAM**

ITAM Assessment

An independent review of an organisations current IT Asset Management (ITAM) process maturity level.

The ITAM process assessment is a comprehensive look at all primary and secondary hardware (HAM) and software (SAM) processes aligned to ISO19970. This will identify your strengths and weaknesses in how you manage and control your assets from cradle to grave.

How it works

- Conduct a workshop to go through 160 ITAM process questions
- Recommendations provided to increase your ITAM Maturity
- Executive Summary report provided
- Optimisation opportunities

The approach

- Service Initiation call for introductions and to align key stakeholders to set up the workshop
- Conduct the workshop with our ITAM specialist to complete the HAM and SAM questions
- Presentation of the findings and recommendations

ITAM Assessment

Benefits summarised



**Baseline your
ITAM
processes
maturity level**



**Understand
your process
strengths and
weaknesses**



**Creates a
ITAM Plan to
improve your
processes**



**ITAM RACI's
and Process
Kits available
to help
improve**



**Raises
awareness
of the
importance
of ITAM**

Managed services

The IT Asset Management Specialists

Asset Lifecycle & Inventory Management

Helping organisations manage the lifecycle of hardware and software assets.

Our Asset Lifecycle inventory Managed Service is a set of scheduled activities to ensure IT assets are being managed and controlled effectively throughout the lifecycle of the asset, from acquisition to retirement for all hardware and software.

What's included

This annual service will be achieved through the following key activities:

- Service initiation workshop to define roles and responsibilities and agree scheduling of activities
- Initial import of up to 5** vendor licenses and agreements and high level risk and optimisation report
- Monthly importing of all license purchases for the duration of the Service
- Provide quarterly IT Asset Lifecycle inventory reporting identifying status of assets, data coverage and insights and recommendations for improvement
- Quarterly Service Reviews

*Snow License Manager required **Excludes Oracle/IBM/SAP

Asset Lifecycle & Inventory Management

Benefits summarised



**Confidently
have the
assurance
that assets
are being
effectively
managed**



**Identifies
opportunities
for
optimisation
of assets and
potential
reharvesting**



**Assists in
making
informed
commercial
decisions**



**Visibility of up
to 5 vendor
compliance,
risk and
optimisation
positions**



**Improved
Return on
Investment of
your ITAM
Technology**

Compliance Status reporting

Helping organisations manage and control the status of their software compliance to mitigate any potential risks.

Our Compliance Status Reporting Managed Service is a set of scheduled activities to ensure organisations are continually reviewing the status of their current licenses against usage, ensuring any potential risks are identified, un-used applications are reharvested and saving and optimisation opportunities highlighted.

What's included

This annual service will be achieved through the following key activities:

- Service initiation workshop to define roles and responsibilities and agree scheduling of activities
- Workshop to agree the top 10 priority (rolling) vendors to be managed at any one time
- Using Snow to identify current compliance status and highlighting 'missing' licenses against usage
- Provide quarterly risk mitigation advice and guidance and provide recommendations to optimise where appropriate and within the terms of the vendor's EULA
- Quarterly Service Reviews

Compliance Status Reporting

Benefits summarised



**Optimise
deployment
of software
throughout
the estate**



**Identities
opportunities
for
optimisation
of assets and
potential
reharvesting**



**Be in control
of potential
spend and
make better
procurement
decisions**



**Mitigate
identified
risks and
avoid
operational
disruption
from vendor
audits**



**Improved
Return on
Investment of
your ITAM
Technology**

SAAS Management

Helping organisations manage their SaaS spend

Our SaaS Optimisation Managed Service objective is to ensure organisations optimise SaaS software spend. By knowing what SaaS application usage you have and managing this effectively, it's a sure way to reduce cost and ensuring economic value.

What's included

This annual service will be achieved through the following key activities:

- Service initiation workshop to define roles and responsibilities and agree scheduling of activities for agreed vendors
- Workshop to discuss SaaS applications in scope
- Baseline review of current licenses and agreements
- Tool operation and data management*
- Data interpretation, consultancy, and licensing support
- User and license management within SaaS tools
- Quarterly reporting and Service Reviews

**Requires Snow License Manager, Snow SaaS Management or equivalent

SaaS Management

Benefits summarised



**Confidently
have the
assurance
that SaaS
spend is
being actively
monitored**



**Provide
opportunities
for
optimisation
of SaaS spend
and potential
savings /
reductions**



**Be in control
of potential
spend and
make better
procurement
decisions**



**Manage any
implications
and risks
associated to
the SaaS
applications**



**Return of
Investment in
your SaaS
spend and
gain real total
cost of
ownership**

ITAM WORX

Thank you!

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