

# **License Management as a Service**

G-Cloud 14 – Service Definition

Lot 3, Cloud Support

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## 1 Introduction

Agilisys - one of the UK's most innovative cloud and digital transformation specialists, enables organisations to adopt technologies, platforms and processes that promote new ways of working and help organisations transform.

Working for both the public and private sector for over 20 years, we have earned a strong reputation and hold deep domain expertise delivering change and innovation, in particular within local and central government.

Our public sector cloud and IT services have been designed to accelerate cloud adoption and enable our customers to undertake successful, cost-effective transformation.

We combine technology, tested methodologies and skills that unleash the power of cloud and minimise the complexity that can sometimes come with migration. We put strategy before technology and deliver the skills, experience and capacity needed to make the right cloud decisions and transform public services.

## 2 License Management as a Service

Effective license management is a critical capability for modern organizations. With hundreds of applications in use each day by public sector organizations and licensing arrangements, obligations and schedules changing constantly, the challenge of ensuring a compliant, efficient posture is material.

Agilisys specialises in assisting our partnerships navigate complex and potentially highly punitive licensing relationships with vendors at small, medium, large and enterprise scales.

There are important differences in scope and objectives, as well as supporting practices. Clearly identifying this differentiation will be required to successfully plan and implement a SAM program and the scope of License Management and its role in transitioning an organisation to SAM. A comparison of SAM and its subsets is illustrated below:

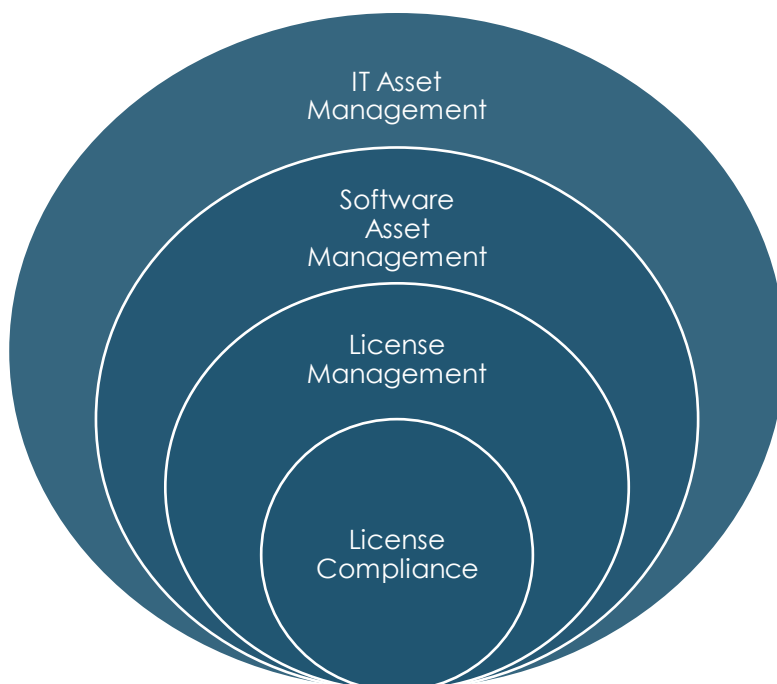
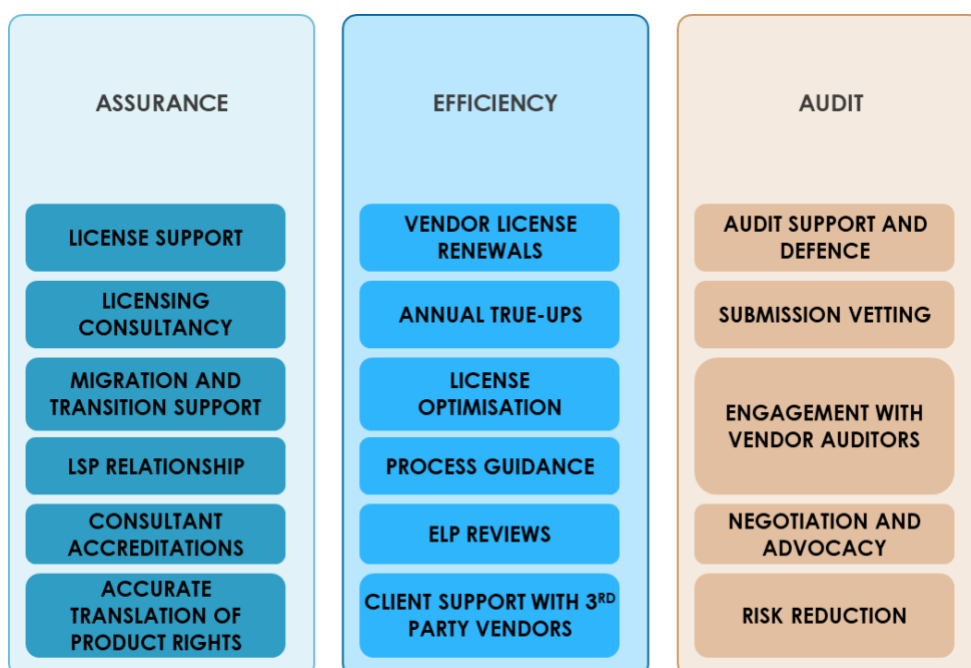


Figure 1: A conceptual description of how License Compliance sits at the heart of a joined up asset management solution - with Software Asset Management and License Management integral to the solution.

### 3 License Management as a Service - Service Description

The service has three core principals, Assurance, Efficiency and Defence:



- **Assurance** provides the specialist support necessary to ensure sound licensing arrangements for your portfolio. This service avoids the pitfalls of over-licensing and procuring the wrong (or sub-optimal) license types for the software in scope.
- **Efficiency** ensures that your business-as-usual operation is as cost-effective as possible, deriving maximum value for money from your software assets and resources.
- **Audit** supports engagement with software vendors and third-party organizations through the audit process. From ensuring the correct information is gathered and shared to helping guide you during the audit process.

Agilisys Licence Management as a Service (LMS) meets the constant challenges of new software releases, new agreements, and ever-changing product use rights, starting with an initial engagement with the client to establish an Effective Licence Position (ELP) against chosen vendor and highlight risks and exposure.

Agilisys LMS will work with you to significantly reduce any risk and potential exposure and to establish a defensible audit defence position, enabling proactive licence management that can free up costly resources during annual renewals and audit periods, deliver on SLA's, reduce risk, and optimise licensing costs.

## License Management

### Effective License Position

The first stage of License Management establishes your compliance position by conducting an audit and producing an Effective Licensing Position (ELP). This is a one-off engagement to understand the position and prepare your estate for audit readiness.

#### Output:

# License Management

	<p>Production of a document describing a customer's initial ELP.</p> <p><b>Notes:</b>  The scope of the ELP will review in-scope vendors and products</p> <p>The output will be subject to the customer providing documentary evidence of entitlement</p>
<b>Gap Analysis</b>	<p>Once the ELP has been completed, an Agilisys License Consultant will guide the customer through the observed licensing position and, where possible, help the customer understand how this position has developed</p> <p><b>Output:</b>  Gap analysis document indicating observed license shortfall or overprovision. Notes on root cause of the gap will be included, where observable.</p>
<b>Transition Support</b>	<ul style="list-style-type: none"> <li>• Consultancy on Software Asset Management best practices</li> <li>• Process improvement to minimise the risk of future non-compliance</li> <li>• Assist in the development of a more mature asset management model</li> </ul>
<b>Audit Defence</b>	<ul style="list-style-type: none"> <li>• Assistance to understand the audit scope</li> <li>• Gather and analyse data relating to license position</li> <li>• Prepare and submit requested data to vendors</li> <li>• Assistance during meetings between customer and vendor to review audit material</li> <li>• Negotiation assistance</li> </ul>
<b>Negotiation and Renewal</b>	<ul style="list-style-type: none"> <li>• Assistance in collating the current licensing consumption position</li> <li>• Help to understand customer requirements prior to vendor engagement</li> <li>• Establish the most cost-effective agreement type and license procurement routes</li> </ul>
<b>License Management and Maturity</b>	<ul style="list-style-type: none"> <li>• Demonstrate and discuss the SAM maturity model and describe how the customer would achieve this end-state within their environment</li> </ul>

## 4 Why choose Agilisys?

Agilisys has been an established partner for both the public and private sector for over two decades. We have earned a strong reputation for high quality, solution focused and hold deep domain expertise delivering change and innovation, particularly within local and central government.

We support our customers through a network of offices and centres of excellence throughout the UK. We combine technology, tested methodologies and skills that unleash the power of cloud and minimise the complexity that can sometimes come with migration. We put strategy before technology and deliver the skills, experience and capacity needed to make the right cloud decisions.

## 5 Pricing

See attached pricing document.

## 6 Ordering and Invoicing

- Orders can be placed by contacting [info@agilisys.co.uk](mailto:info@agilisys.co.uk)
  - If there are any additional queries, please contact [info@agilisys.co.uk](mailto:info@agilisys.co.uk) indicating your area of interest and a member of the Agilisys team will contact you to discuss how we can meet your requirements
- All services are invoiced monthly in arrears
  - Payment terms are 30 days from invoice, invoices will be dated from the date the client started using the service.

## 7 Termination Costs and Terms

The minimum term for the service will be stated on the Order Form.

When the client requires the service to be ceased or cancelled, the client must contact [info@agilisys.co.uk](mailto:info@agilisys.co.uk), providing at least 30 days notice of termination to coincide no earlier than the end of the minimum term as stated on the Order Form.

Where no notice is provided, the contract will continue in accordance with the Order Form until 30 days after a notice of termination is received.

Third-party services are provided on a passthrough basis to clients. Should the client wish to terminate any third-party services, the client will remain liable for payment of the charges in accordance with the passthrough terms and conditions.

Where termination is requested before the end of the minimum term, Agilisys will conduct an impact assessment and provide a quotation to cover Agilisys' reasonable costs due to the client's early termination of services which will be due immediately on termination of the contract.

## **8 Trial Options**

A trial service is not available as part of this service.



# Agilisys

Agilisys provides Generative AI solutions, Digital transformation services and IT Managed services to the UK public sector, focussing upon Local and Regional Government and Health. Agilisys is the leading Microsoft partner to Local Government in the UK, bringing significant domain, technical and delivery expertise, coupled with over 20 years' experience of working in strategic partnerships with Local Government

Through our extensive knowledge in decision intelligence, advanced analytics, automation, and Artificial Intelligence (AI) solutions, we enable our clients to empower citizens and enrich their lives.

As part of Blenheim Chalcot, a renowned digital venture builder, our ambition is to be the preferred digital transformation partner for the public sector by driving efficiency, cost savings, and improved services with innovation, passion, and integrity at the core of our operations.

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