



Software Asset Management License Compliance Review



About Software Asset Management

[VERSION1.COM/SOFTWARE-ASSET-MANAGEMENT](https://version1.com/software-asset-management)



SAM Practice Overview



Vendor Specific License Consulting

- License Audit Defence
- Oracle ULA Lifecycle
- Microsoft EA & CSP Lifecycle
- IBM ELA, ILMT Management



Cloud Licensing & Management

- Cloud Readiness
- Cloud Transition
- Cloud Management
- Cloud Economics
- FinOps



Software Asset Management

- Processes & Methodologies
- SAM 4D based on ISO 19770 principles
- ITIL certified IT Service Management Staff
- Multi-Vendor

SAM Practice Services – Our **Deep** License Expertise

Best In Class Independent Expertise

Hundreds of customer engagements from all sectors & geographies over last 19 years.

Breadth of Skills

Technical, commercial, contractual, SAM.

Client Outcomes First

Average discovered risk \$7.6M * Average risk reduction of 82% *
High ROI - Not motivated by license resell.

Enterprise Software Vendor Agnostic

Breadth of skills across Oracle, Microsoft, IBM and others.

Deep Licensing Expertise

200+ combined, years experience of license consulting.

Broad Technical Licensing Expertise

Cloud, enterprise agreements, audit defence, virtualisation.

Tool Agnostic

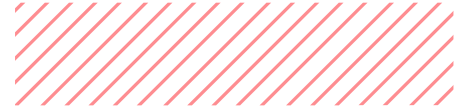
We don't sell SAM tools. We use existing customer tools (as appropriate) as part of our engagements.



* Per Engagement

SAM Practice Services Overview

What Business Objectives do we address? What Problems do we solve?



Complexity

- How do I understand/manage our software licensing in a complex changing environment?
- Help me understand how the latest license updates affect my estate?
- What are the licensing implications of a proposed infrastructure/architecture change?
- How does this merger/divestment/business change impact my license agreements?



Risk

- How do I avoid the reputational damage of non-compliance?
- How do we avoid unbudgeted spend from software vendor audits?
- How do we minimise the resource impact of a vendor audit?



Cost

- Are there any opportunities to save cost within our software estate?
- How can we make the most of/re-use what we already own?
- Are we using everything that we own?
- Will this proposed change allow us to reduce our OPEX?
- Are there any benefits for us in moving to the latest metrics and price structure?

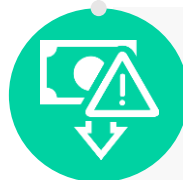


Vendor Relationship

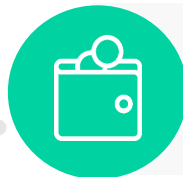
- How do we maintain a strong vendor relationship?
- How do we achieve best price?
- How do we achieve flexible terms to allow for future business change?
- How do we gain vendor insight?
- When is the best time to buy? Do we need to buy?



Benefits We Deliver



Reduce Business Risk
Through license compliance management.



Reduce Unnecessary Spend
Through effective SAM methodologies.



Improve IT Efficiency & Productivity
By outsourcing specialist licensing skills.



Improve Cloud Adoption Business Case ROI
Through effective right-sizing of license estate before, during & after transformation.



Improve Cost Control
Through effective buying strategies.



Improve Vendor Relationships
Focus on long term engagement strategy avoiding confrontational audits.



Software Asset Management Service Definitions

[VERSION1.COM/SOFTWARE-ASSET-MANAGEMENT](https://version1.com/software-asset-management)

License Compliance Review

Service Description

These specific services focus on one or a small range of software vendors or categories, for instance Oracle, SAP, Microsoft products. Often such reviews are in response to a suspicion of over or under licensing, a vendor audit threat, a dispute, a cost reduction program or as a precursor to a specific vendor negotiation or proposal, for example, a Microsoft Enterprise Agreement (EA) or Select Agreement, Oracle Unlimited License Agreement (ULA) proposal or declaration agreement.

Compliance reviews generally include:



Entitlement review



Deployment assessment



Future needs analysis



Change analysis e.g.
virtual or cloud
migration

These activities lead to a report including identification of licensing gaps and over-licensing situations, compliance trends and process systems risks. Such services are often a precursor to outsourcing, shared services restructuring, vendor negotiation, cost reductions, infrastructure refresh, virtualisation, cloud migration adoption roll out or retirement of major systems, license optimisation and SAM solution implement programs.

During the review Version 1 ensures that the client understands their level of compliance with respect to its actual use of products. Additionally, where a client may be about to embark on tactical or strategic commercial or technical change, we are able to provide a review of the impact of such change on their compliance position.

Compliance reviews result in a compliance report which results in an initial license inventory balance, which can be fed into an ongoing SAM service.

Reviews of existing audit reports can be performed by our team of acknowledged experts.

Any existing entitlement and usage information can be reviewed, analysed, corrected as necessary, updated and commented upon as frequently as determined necessary.

Semi-automated discovery tools can be used to determine product usage, and input can be taken from the clients own operational framework tools (e.g. SCOM, SCCM) and augmented. Additional commercial and entitlement information can be provided by vendors and this would be stored and analysed within our bespoke processing engine.

License Compliance Review

Key Benefits & Deliverables



Key Benefits

- Entitlement knowledge Determining the extent of current and proposed entitlements.
- Determine Usage Understanding what has actually been deployed
- Fit for purpose Commentary on existing entitlement and usage
- Compliance report
- Understanding how entitlement and usage come together to create a licensed position - highlighting areas of concern or future savings potential
- Basis for BAU SAM Helps provide a firm foundation from which to launch and maintain best of breed software asset management
- Semi Auto discovery overhead Low impact and requires minimal intervention, resource and knowledge from existing staff.
- What-if Determine compliance position, shortfall or surplus based on client's potential business or technical change

Deliverables (Depending on scope/size of engagement) Compliance Report containing detail of:

- Current entitlement.
- Current usage.
- Entitlement commentary (based on contractual documentation, assumptions and our experience).
- Usage commentary.
- Impact of potential commercial or technical change.
- Compliance position.



About Version 1

Version 1 at a Glance

Version 1 proves that IT can make a real difference to our customers' businesses. Established in 1996, Version 1 delivers services across Ireland, the UK, Slovenia, Spain, USA, Australia and India and is trusted by customers to deliver IT services and solutions that drive customer success. Our 3,200 strong technology consultants and staff work closely with our technology partners Microsoft to provide independent advice that helps our customers navigate the rapidly changing world of IT. Our customers include many high-profile Public-Sector organisations across Local and Central Government, Health, Education and Bluelight as well as many FTSE 100 listed companies, Financial Services organisations, Utilities and Commercial sectors.



26 Years

Proving Value of I.T.



3200+

People



13

Global Locations

£300M+

Revenue

6

Strategic Technology
Partners



ORACLE

outsystems

aws

Red Hat

snowflake

86%

Employee Engagement
Score (Q3 2023)

12 Years

As a Great Place to Work



£3M

Annual investment in
Employee Skills and
Development

**Industry Best
Practice**



86%

Customer Satisfaction
Score (Q4 2023)

**HM Courts &
Tribunals Service**

**HM Passport
Office**

**Companies
House**

**HM Revenue
& Customs**

**Department for Levelling Up,
Housing & Communities**

**Department
for Work &
Pensions**



BANK OF ENGLAND

**national
highways**

**sia
Security Industry Authority**

Carfass



The Version 1 Difference

Core Values Underpin Strength In Balance, at the Heart of Version 1's Success



The Strength In Balance model is fundamental to Version 1, driving decisions made at every level of the business

- **Customer Success**
Making a real difference through long-term, outcome focused relationships. Success that fulfils our people and fuels our growth.
- **Strong Organisation**
A high-performing, financially strong organisation of the highest integrity. A strength that empowers our people and delivers customer success.
- **Empowered People**
Deliberately selecting, empowering and trusting people who are wired to deliver customer success. An empowerment that drives customer loyalty and organisational strength.

Underpinned by our six non-negotiable and ever-present core values



Honesty & Integrity



Personal Commitment



No Ego



Customer First



Excellence



Drive

Who We Work With

Driving digital transformation in the UK public sector

Our 600+ customers include many high-profile Public-Sector organisations across Local & Central Government, Health, Education and Bluelight as well as many FTSE 100 listed companies, Financial Services organisations, Utilities and Commercial sectors.



Our services



Application Modernisation and Integration

Accelerating the modernisation and enhancement of business applications through world class capability, coupled with AI enhanced & sustainable development practices



Cloud Transformation

Adopting, optimising and leveraging Cloud to unlock new or enhanced business value and innovation with world class multi cloud capability and accelerators



Enterprise Applications

Optimising the core of your business with deep functional and technical expertise in Finance, People and Enterprise Performance Management (EPM) Applications



ASPIRE Managed Services

Reduce time, cost & risk by leveraging our Value Level Agreement approach to run and optimise traditional & Cloud services improving business agility and accelerating innovation



Data X AI

Unleashing productivity and data driven insights that empower people to make high-quality, real-time decisions leveraging our integrated Cloud, Data and AI expertise, tools and methods



Experience Design and Development

Discovering, researching and designing exceptional experiences and services for people and society through our human centric design method and accelerated prototyping & development

Our cloud services

Our cloud transformation services and offerings



Industry Cloud

Regulatory Platforms and Migration for FS

Sustainable Cloud

Secure AI Platform for Government

Cloud for Local Government

Supply Chain Assurance

Mergers and Acquisitions



Readiness and Enablement

Discovery and Assessment

Cloud Landing Zones

Cloud Strategy

Identity & Access Management

Cloud Security Review
(Defence in Depth & Zero Trust)

Organisational Change
Assessment

Fin Ops Enablement

DevSecOps Review and Maturity

Cloud Adoption and Enablement

Cloud Architecture and Design

Platforms for AI Enablement



Migration and Transformation

Migration Factory

Legacy / Complex Migration and
Modernisation

Platform
Engineering

DevSecOps

VMWare Cloud

Hybrid and Edge
Cloud

Cloud Native and Platform Modernisation

Database Services

Containers and
Kubernetes

Data Migration and Modernisation



Operate and Optimise

Cloud Centre of Excellence

Site Reliability Engineering

Cloud Cost Optimisation

Cloud Database Optimisation

Cloud Licensing Solutions

Well Architected Reviews

Specialist Services

License Optimisation and Audit

Integrated Cloud and SaaS

Cloud Enabled Workplace

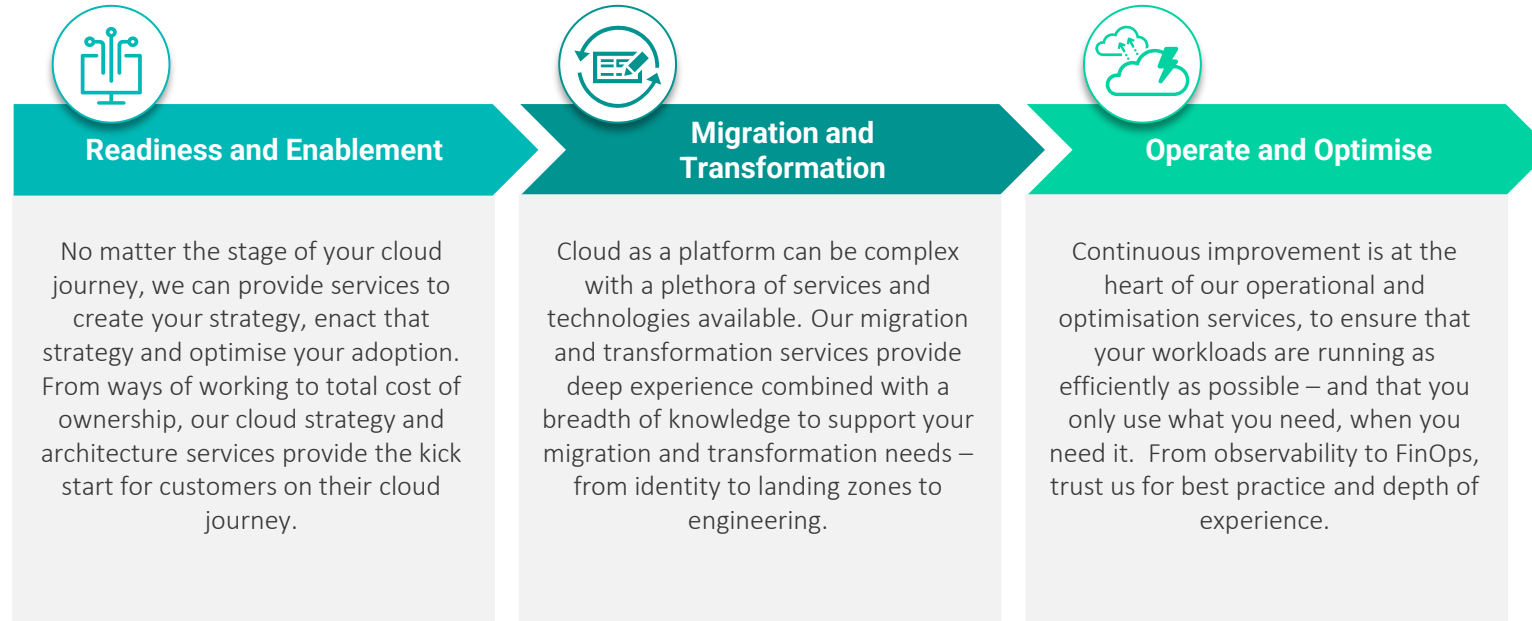
Oracle Exadata Services

Oracle to Public Cloud

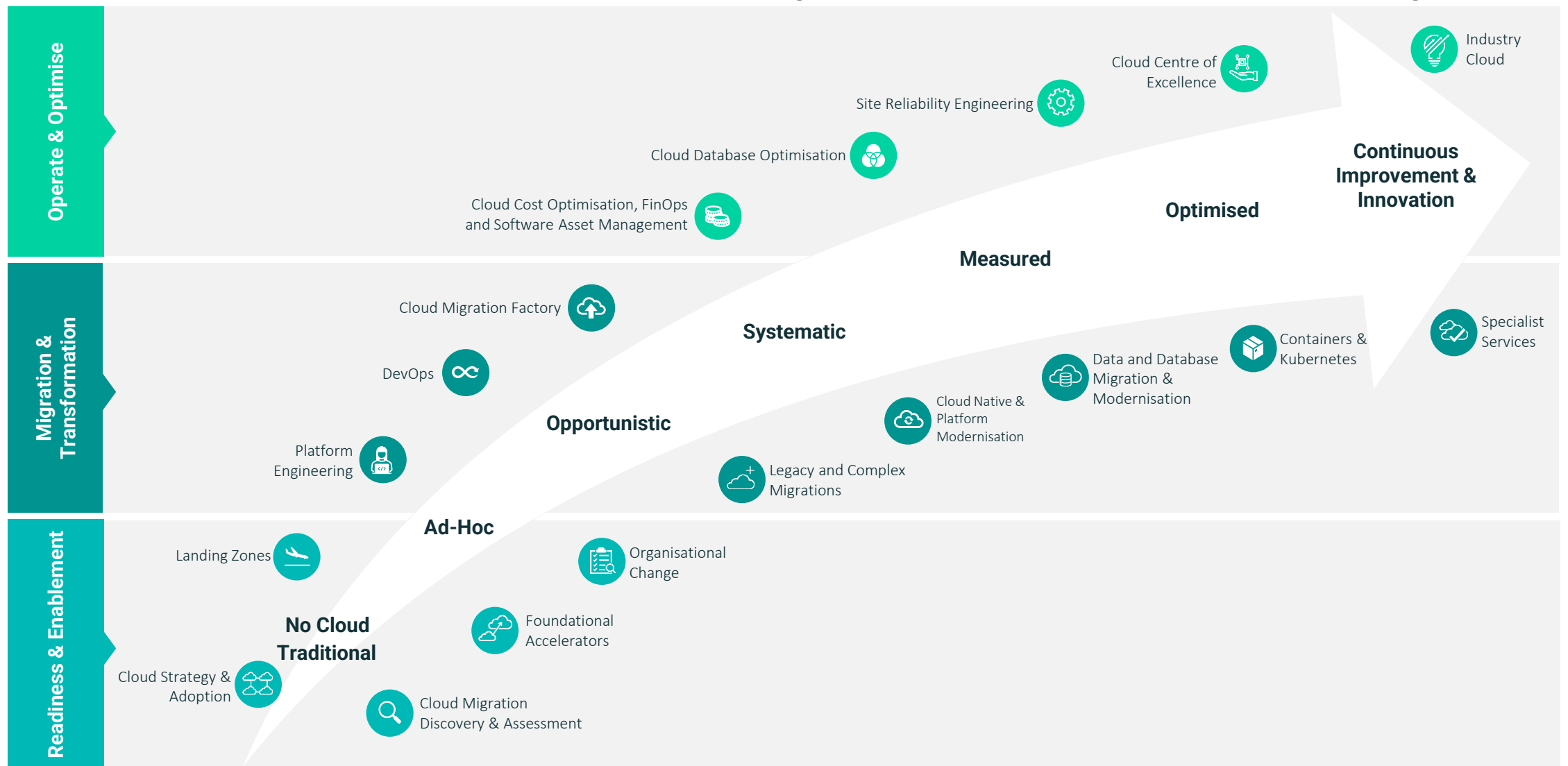
Mainframe and Proprietary Platforms

End-to-end cloud services

For all stages of your journey



Access services that match your needs and maturity



Version 1's AI Capability



90%

Workforce trained in AI

30+

AI Specialists

Across; Researchers, Engineers, Analysts, Prompt Engineers, Testers, Architects and Advisors



99%

Hallucination free solutions

170+

Data Specialists

Across; Analysts, Platform Architects, Engineers, Data Experts, and Delivery Managers



20+

Gen-AI projects delivered

400+

Employees using AI

Across; Engineers, Platform Engineering, Architects, Delivery Management, Cloud Advisors, Data Experts and Migration Specialists



A demonstrable focus on Sustainability and Social Value

...including an AI-driven Green SDLC and 400+ certified in Green Coding.

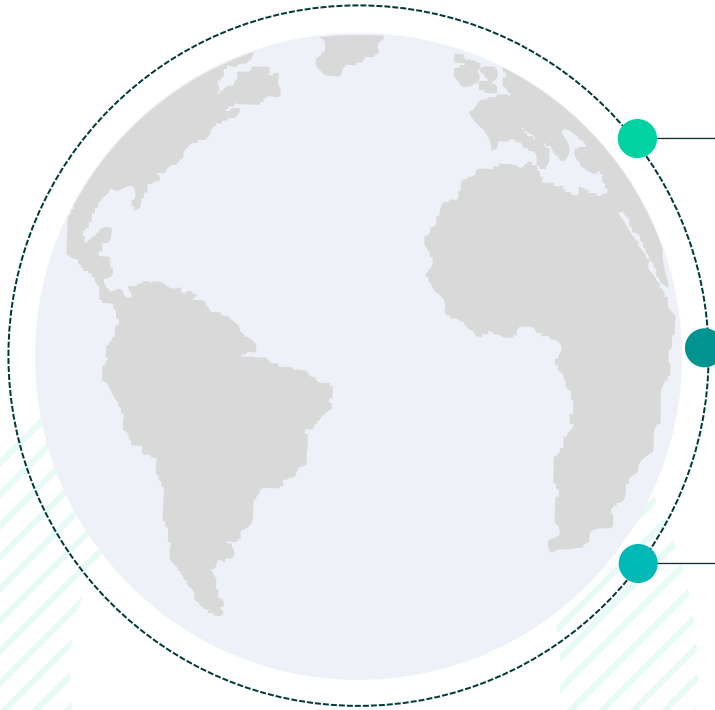


Underpinned by an established Responsible AI Board

...and supported customers in establishing their own governance.

Global Innovators

Industry leaders in Data and AI Innovation in the Cloud



Data x AI Service Line

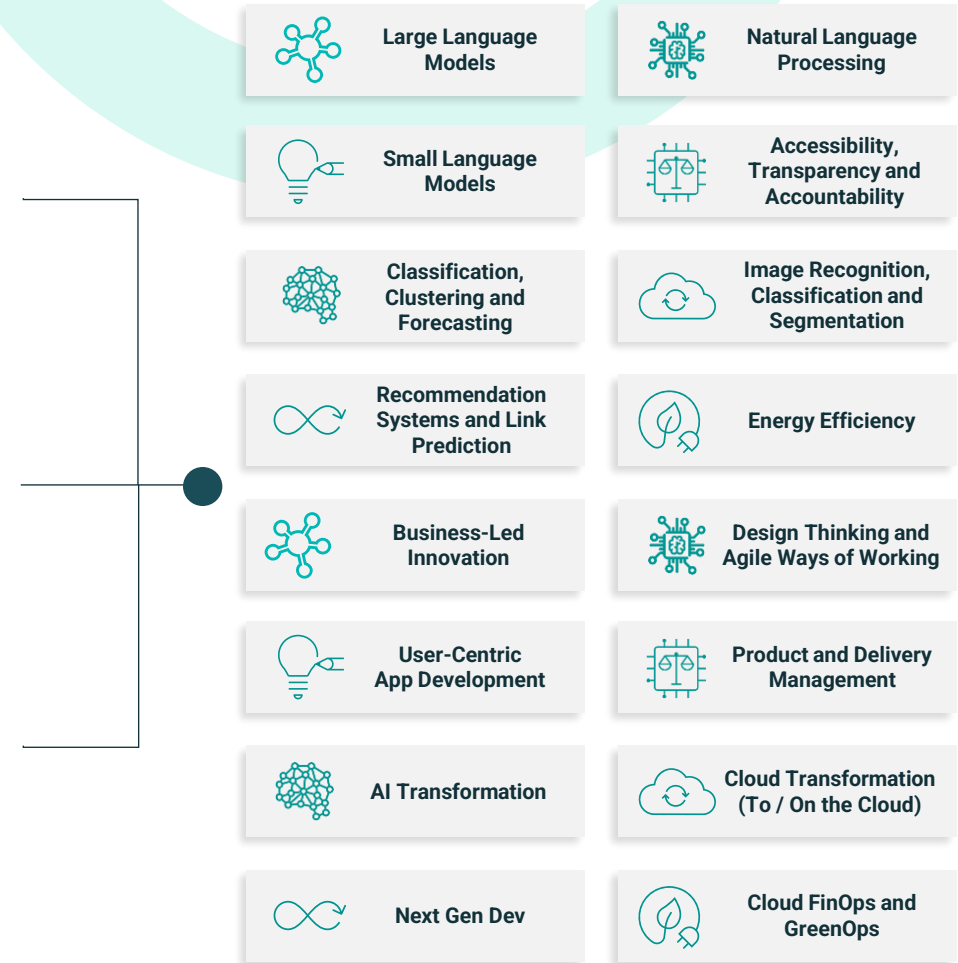
Empowering data-driven decisions through integrated cloud, data, and AI expertise, tools, and methods to unleash productivity and real-time insights.

AI Labs

Delivering tailored solutions that drive automation, insights, and enhanced customer experiences for clients, unlocking new opportunities for success.

Innovation

Championing customer-centric innovation in AI and cloud, driving co-creation and open R&D to transform ideas into sustainable, inclusive business solutions for future success.



The Version 1 Difference

Your trusted data and AI partner

In an industry where aspirations often outpace reality, our focus on a comprehensive understanding of your unique challenges ensures that we deliver concrete AI-enhanced outcomes. With us, **AI is more than a buzzword** — it's a tangible shift in the integration of human intelligence, process innovation, and technological progress.

Core Principles



Business led Tx



Relentless focus
on business
value



Release value
quickly



Apply user
centred design



Continual KPI
and outcome
measurement

Our Cloud Managed Services Model

At Version 1, we have divided our service model into three tiers. Each tier provides you with access to specific assistance and benefits, allowing you to choose the services best suited to your needs.

For added flexibility, you are welcome to apply more than one tier to different business applications, or to production and non-production workloads.



ESSENTIALS

Essential Monitoring and Support

Suitable for organisations with relatively standard requirements, or small-scale Cloud estates seeking an 8/5 SLA

8x5 Support with Standard Response SLA
<1hr for critical issues

Routine Cloud and VM Support

Standard backup and patching schedules

Standard Monitoring Service

Alert on basic set of 15-min metrics and threshold breaches

Essential Cost Control

Usage and spend analytics, budget alerting

Basic Cloud Security

Firewall and key management

Best Practice Advice

Access to experts during support hours



ADVANCED

Advanced Managed Services

Ideal for organisations seeking advanced 24/7 support with a proactive Next-Gen Managed Service through an advanced SLA

24x7 Support with Advanced Response SLA
<1hr for critical issues, dedicated tech lead

Advanced Cloud and VM Support

Custom backup and patching schedules, DR testing

Advanced Monitoring Service

Alert on basic set of 15-min metrics and threshold breaches

Advanced Cost Control

Usage and spend analytics, budget alerting and governance

Cloud Security and Compliance

Firewall and CSP WAF management, compliance and security reports

Best Practice Advice

Access to experts during support hours



PREMIER

Full Suite of Cloud Managed Services

Ideal for organisations with strategic sophisticated requirements seeking to optimise costs and environments through a Next-Gen Managed Service and Premier SLA

24x7 Support with Premier Response SLA
<15m for critical issues, dedicated tech lead

Advanced Cloud and VM Support

Custom backup and patching schedules, DR testing

Premier Monitoring Service

Alert on detailed set of 5-min metrics with machine learning analysis and log analysis

Continuous Cost Optimisation

Full cost control service, with premier billing optimisation

Continuous Cloud Security and Compliance

Firewall and CSP WAF management, proactive compliance monitoring

Architecture Enhancement

Recurring architecture reviews and improvements

Our Global Technology Partners

- Named **Global Microsoft Modernising Applications Partner of the Year Award 2023**
- Named **AWS Migration Partner of the Year – EMEA 2022**
- Named **Microsoft Ireland Partner of the Year 2023 Winner – Social Impact**
- Named **OutSystems Partner of the Year 2021**
- Named **Innovation Partner of the Year Winner - 2023 Oracle EMEA Partner Awards**

Microsoft Partner Azure Expert MSP



As an Azure Expert MSP and the Global Modernising Applications Partner of the Year 2023, Version 1 boasts extensive expertise across the Microsoft stack.



Premier Consulting Partner

An AWS Premier Consulting Partner and EMEA Migration Partner of the Year, Version 1's unrivalled expertise boasts deep expertise with 400 certifications and accreditations.

 Partner

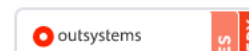
With 25+ years of Oracle ecosystem expertise, we're a certified Oracle Modern OPN Partner and Cloud Solutions Provider – One of Europe's most distinguished Oracle Cloud partners.



Premier Business Partner Solution Provider

Datacenter infrastructure
Middleware solutions
Cloud infrastructure

As a Premier Red Hat partner, we are experts in hybrid-cloud models and OpenShift, recognised for driving innovative solutions using Red Hat technologies.



Partner

SALES
DELIVERY

An OutSystems Partner for Sales, Delivery and Quality Apps Program Partner, Version 1 is committed to unlocking value for our customers through low code development.

As a Snowflake Partner Version 1 enables customers to leverage Snowflake's flexibility, performance, and ease of use to deliver more meaningful data insights.

Best Practices

Information Security Management System

Version 1 recognise that the relationship between information security and IT service management is so close that we implemented an Integrated Management System (IMS) that has been certified to ISO 27001:2013 and ISO 20000-1:2011 with matching scopes. Version 1 is also certified for Cyber Essentials Plus.

The Version 1 IMS is based on the guidance provided in the International Standard for the Corporate Governance of IT (ISO/IEC 38500) and the International Standard for Risk Management (ISO 31000).



The Version 1 IMS is audited every 3 months, alternately by internal and external auditors. An Information Security Officer along with the IT Governance Committee are responsible for maintaining the IMS, as well as providing advice and guidance on policy implementation

Backup / Restore and Disaster Recovery

Version 1 recognises that each customer will have different requirements for Backup/Restore and Disaster recovery. Version 1 works with customers to define and agree customer data assurance requirements and designs a solution based on best practice that will fit these requirements.

Our Service Levels



Level	Description	ESSENTIALS Essential Monitoring & Support (available 8x5/default calendar)			ADVANCED Advanced Managed Services (available 24x7 or 8x5)			PREMIER Full Suite of Cloud Managed Services (available 24x7)		
		Response Time	Update Time	Target Resolution	Response Time	Update Time	Target Resolution	Response Time	Update Time	Target Resolution
P1	Critical Business Service or Function unavailable, severely degraded or inaccessible	30 mins (By Phone)	Every hour	4 hours	30 mins (By Phone)	Every 30 mins	4 hours	15 mins (By Phone)	Every 30 mins	4 hours
P2	Critical Business Service or Function severely degraded	2 hours	2 hours / As agreed	3 working days	1 hours	1 hour / As agreed	1 working day	1 hours	1 hour / As agreed	1 working day
P3	Non-Critical Business Service Function unavailable or degraded	4 hours	Daily / As agreed	10 working days	4 hours	Daily / As agreed	2 working days	4 hours	Daily / As agreed	2 working days
P4	Non-Critical Business Service Function disrupted but workaround available	8 hours	As agreed	1 month	8 hours	As agreed	7 working days	8 hours	As agreed	7 working days
P5	A question, query or minor bug	12 hours	As agreed	As agreed	12 hours	As agreed	As agreed	12 hours	As agreed	As agreed

Training

Enabling Uptake



A critical aspect of any project is the need to conduct comprehensive training for the users in the use of the application. Version 1 is committed to conducting professional training to ensure that users of the system can gain maximum benefit from using it.

Version 1 normally propose a ‘train the trainer’ approach to user training be adopted, integrated with the testing and overall acceptance phase of the project. This requires a difference in approach from standard training courses, as users need to be trained in both the application and in how to pass this on to their colleagues.

A number of “super users” for the system should be nominated by the client and could also be identified through a Training Needs Analysis process. The Super Users will be trained in the use of the system and will then be responsible for training their colleagues. Before commencing the training, the super users will complete the User Acceptance Testing (UAT). As this is a critical part of the project, coming just before implementation, it is paramount that those conducting UAT have an in-depth knowledge of the system so they can accurately determine whether it is functionally accurate and complete. Creating a group of super users helps bring flexibility and reassurance to the initial training process, as well as ensuring resources in place to train new staff when they take up new positions. This helps preserve the operational efficiency of your system, without being reliant on the availability and cost of external training providers.

A User Guide will be prepared to support the training, and this would then be made available for all other training that will take place. As the application will be developed utilising widely used conventions, familiar to anyone who has used a major consumer website, we do not envisage that we will need to spend a lot of time on teaching the actual mechanics of using the application. The focus of the training will be on understanding the business processes and how the application supports those processes.

Building an inclusive, positive culture

Diversity, inclusion and belonging at the centre

53

Nationalities work for us

700+

Women in Tech
members

29%

Minority
Representation

110

Digital Academy
Graduates in 2023

16

Under 30, diverse employees
representing their generation
on our Shadow Board

1,040

New joiners in 2023



“

At Version 1, we have invested and worked hard to provide flexibility, development, and a personal and inclusive experience for all our people. We believe we're creating something special - a truly different way of doing business; based on core values, a culture of empowerment and growing with our people and customers. ”



Louise Lahiff
Chief Operating Officer



Our Environmental, Social, Governance (ESG) Strategy

We're committed to using our influence on all the people we engage with to drive positive change across society

37

Community initiatives launched across all regions

£1.1m

spent on remote working solutions avoiding 800+ tonnes of CO2 in commuting

90%

Operational on Renewable Electricity

2344

Students reached, with 3.24% staff volunteering in schools outreach

1000+

Volunteering hours delivered across our 6 pillars

Carbon Neutral

Since 2020

Looking Forward - Our Targets & Goals

Net Zero

emissions by 2025
(In operations)

80%

key suppliers with sustainability targets by 2025

40%

of management to be female

4

Innovative tech solutions annually focused on Disability, Neurodiversity and Accessibility

BUSINESS AMBITION FOR 1.5°C



CLIMATE FRESK

CDP
Supporter
2022



Ecologi
Change by Degrees

corporate balance
Level 8 Innovator Status



Shortlisted Finalist

Our 6 Strategic ESG Pillars:



Environment & Sustainability



Diversity, Inclusion & belonging



Health & Wellbeing



Community First



Education & Employability



Customer & Supply Chain





VERSION 1

For more information, please visit our website: www.version1.com

Or contact us at: tendernotices@version1.com