

Cloud Software Asset Management & Usage Analytics

Service Overview

Misco Cloud Software Asset Management & Usage Analytics provides organisations with structured support to gain visibility and control over their cloud and subscription-based software estates. The service helps customers understand how software and cloud services are consumed, identify optimisation opportunities, and support better governance of software usage and spend.

The service is vendor-agnostic and supports a wide range of cloud platforms and SaaS providers, including Microsoft 365, Microsoft Azure, Adobe, and other enterprise software vendors.

Service Scope

The service supports organisations in managing and optimising software assets across cloud and SaaS environments. It is designed to complement existing IT, procurement, and financial management processes, providing insight and recommendations rather than enforcing proprietary tooling.

Scope is agreed at call-off and may vary depending on the number of platforms, tenants, and services in scope.

What the Service Includes

- Discovery and visibility of cloud and SaaS software usage
- Analysis of licence entitlement and consumption
- Identification of unused or underutilised licences and services
- Usage and spend analytics across supported platforms
- Advisory support for optimisation and renewal planning
- Reporting to support governance and decision-making
- A named service or technical account manager

Service Delivery Model

The service is delivered remotely using secure access, reporting tools, and platform-native telemetry where available. Misco specialists work with customer teams to collect usage data, analyse consumption patterns, and provide clear, actionable recommendations.

The service integrates with existing cloud platforms and software services without requiring additional hardware or proprietary software.

Support Model

Support is provided during agreed service hours, with severity-based prioritisation where applicable. Enhanced support options may be available depending on the agreed service scope.

Security and Assurance

Access to customer environments is controlled using role-based access and least-privilege principles. Usage data is handled securely and in line with contractual and data protection requirements.

Commercials

Pricing is based on the agreed service scope, platforms supported, and reporting requirements. All costs are defined at call-off, with no hidden onboarding fees unless explicitly agreed.

Exit and Offboarding

At service termination, access to customer environments is withdrawn in a controlled manner. Any service-related data or artefacts are returned or securely removed in line with contractual and data protection requirements.