

Licensing Optimisation and Consultancy

G-Cloud 15 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 Who this Service is For?

Our Licensing Optimisation and Consultancy service is designed for UK public sector organisations—including local authorities, central government departments, NHS bodies, and emergency services—that operate in complex, regulated environments and require expert guidance to manage and optimise their software licensing portfolios. Our service is particularly valuable for organisations seeking to:

- Reduce risk and exposure related to software licensing.
- Achieve cost-effective, defensible licensing arrangements.
- Transition to mature Software Asset Management (SAM) practices.
- Address sector-specific operational requirements and regulatory obligations with confidence.

By combining deep domain expertise, proven methodologies, and a proactive approach, we help public sector clients unlock value from their software assets, minimise compliance risks, and optimise licensing costs in line with their strategic objectives.



3 Licensing Optimisation and Consultancy - an overview

The License Optimisation and Consultancy service provides UK Public Sector organisations—including local authorities, central government, NHS bodies, and emergency services—with expert-led, fully managed support for software licensing environments. Our service ensures compliant, cost-effective, and optimised management of software assets and licensing portfolios, enabling organisations to:

- Navigate complex licensing arrangements and evolving vendor requirements.
- Maintain audit readiness and minimise compliance risks.
- Unlock value and efficiency from software investments through tailored consultancy and optimisation strategies.
- Reduce the overhead and risk associated with in-house license management, while benefiting from deep domain expertise and proven methodologies.

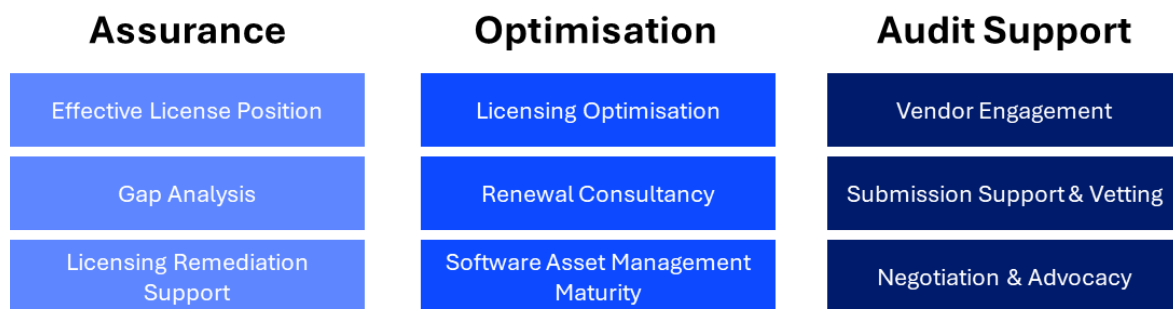


Figure 1 - License Optimisation

By delivering proactive guidance, effective license position assessments, gap analyses, and ongoing consultancy, we empower public sector organisations to optimise licensing costs, defend against audit exposure, and achieve strategic objectives without the burden of managing licensing complexities internally.



4 Service Description

Our License Optimisation and Consultancy service is designed to address the full lifecycle of software licensing management for UK Public Sector organisations. Our service provides the expertise and operational support needed to navigate the complexities of modern software licensing. Delivered by experienced licensing specialists, we combine deep sector knowledge, proven methodologies, and tailored consultancy to help you achieve compliance, cost-efficiency, and strategic value from your software assets.

Our range of services are described below, customers are able to call-off these services individually, or in any combination in order to customise the call-off to meet their specific requirements. Please contact us at info@agilisys.co.uk to discuss your needs further and we will be delighted to help.

4.1 Assurance

Providing 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.

4.1.1 Effective License Position (ELP) Assessment

The foundation of successful license management is a clear understanding of your current compliance status. Our service begins with a thorough audit of your software estate, examining entitlements, deployments, and usage across all relevant vendors and products. This process is designed to uncover risks, gaps, and opportunities, and results in a detailed Effective License Position (ELP) report. The ELP not only prepares your organisation for vendor audits but also provides the evidence base for future optimisation and compliance activities. Our consultants work closely with your teams to gather the necessary documentation and ensure that all findings are robust and actionable. Key elements include:

- Detailed audit of licensing entitlements and deployments across all in-scope vendors and products.
- Production of an ELP report outlining compliance status, risks, and exposure.
- Guidance on evidence requirements and documentation to support audit readiness.

4.1.2 Gap Analysis & Remediation

Once your ELP is established, we conduct a comprehensive gap analysis to identify areas where your organisation may be over-licensed, under-licensed, or exposed to compliance risks. Our consultants analyse the root causes of these gaps, whether they stem from historical procurement decisions, changes in usage patterns, or evolving vendor requirements.

We then provide practical recommendations for remediation, which may include reallocating licenses, retiring unused assets, or procuring additional entitlements. Our goal is to help you achieve a compliant, cost-effective licensing position that supports your operational needs and strategic objectives through the:

- Analysis of license shortfalls, overprovisioning, and root causes.
- Recommendations for remediation, including reallocation, procurement, or retirement of licenses.



- Support in implementing corrective actions to achieve compliance and cost savings.



4.2 Optimisation

Ensures that your business-as-usual operation is as cost-effective as possible, deriving maximum value for money from your software assets and resources.

4.2.1 Licensing Optimisation & Renewal Consultancy

Optimising your licensing arrangements is an ongoing process, especially as technology evolves and organisational needs change. Our service provides continuous support to assess your current and future licensing requirements, advise on the most suitable agreement types and procurement routes, and assist in negotiations with vendors.

We help you secure the most cost-effective licensing solutions, avoid unnecessary spend, and ensure that your licensing strategy aligns with your business goals. Whether you are approaching a renewal, expanding your software portfolio, or responding to changes in vendor terms, our experts are on hand to guide you through every step and includes:

- Assessment of current and future licensing requirements.
- Advice on agreement types, procurement routes, and vendor engagement strategies.
- Support in negotiating renewals and optimising licensing costs.

4.2.2 Software Asset Management (SAM) Maturity

Achieving maturity in Software Asset Management (SAM) is essential for long-term compliance and operational efficiency. Our service helps you to adopt SAM best practices, improve your asset management processes, and build a more resilient licensing environment.

We work with you to develop a tailored SAM model, provide ongoing reviews and recommendations, and support your journey towards a mature, proactive approach to software asset management. This not only reduces compliance risks but also enables you to unlock greater value from your software investments and includes:

- Consultancy on SAM best practices and process improvement.
- Support in developing a mature asset management model tailored to your environment.
- Ongoing reviews and recommendations to maintain compliance and optimise licensing.



4.3 Audit Support

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.

4.3.1 Audit Support & Vendor Engagement

Vendor audits can be complex and high-risk, with significant financial and operational implications. Our Audit Defence service provides expert support throughout the audit process, from initial data gathering to final negotiations. We help you prepare and submit the required information, represent your interests in meetings with vendors, and establish a defensible audit position that minimises risk and exposure.

Our consultants are experienced in handling audits from major software vendors and understand the nuances of audit protocols, negotiation tactics, and dispute resolution. With our support, you can approach audits with confidence and clarity with:

- Preparation and submission of required audit data to vendors.
- Assistance during meetings and negotiations with vendors.
- Establishment of a defensible audit position to minimise risk and exposure.

5 Onboarding and Offboarding

Agilisys provides a structured onboarding and offboarding process for clients seeking to transition services into or away from our Cloud Managed Service.

5.1 Onboarding Managed Data Services

Onboarding begins with a collaborative discovery phase to understand the current situation and establish a baseline for service delivery.

Our team works with client stakeholders to align service levels, access protocols, and reporting requirements, ensuring minimal disruption. Where appropriate, we integrate with existing tooling, adopting client-specific documentation into our management framework. This approach enables rapid mobilisation while maintaining full visibility for the client.

5.2 Offboarding Managed Services

When transitioning out of our managed service, Agilisys ensures a secure and orderly handover to the client's internal teams or a nominated successor provider.

We transfer operational documentation, with environment credentials and access details securely handed over, and any client data retained within Agilisys systems is securely deleted in accordance with our data governance policies.

Upon request, we provide formal confirmation of data destruction. Our offboarding process is designed to maintain compliance and support a smooth transition with minimal operational impact.



6 Support

Our service is offered during business hours (08:00–18:00, Monday to Friday with a named Licensing specialist.

7 Pricing

Pricing is based on the specific service requirements, service levels, scale and scope of services using the rate card provided in the accompanying pricing document for this GCloud service.

We provide UK based onshore, and offshore resources that can be leveraged to meet your specific needs, the prevailing rates are detailed within our Pricing documents.

Please contact info@agilisys.co.uk to obtain a quote for your required services.

8 Compliance and Security

Agilisys embeds robust compliance and security practices across all stages of our service delivery, ensuring public sector organisations meet regulatory obligations while safeguarding critical assets.

Our services are designed in alignment with UK Government and NHS policies, incorporating National Cyber Security Centre (NCSC) guidance and ISO27001, Cyber Essentials Plus, and other relevant certifications.

Agilisys is certified/compliant with the following standards and schemes for Managed and Professional Services and is a proud signatory of the Armed Forces Covenant:



9 Contact and Next Steps

We welcome the opportunity to support your organisation's cloud transformation journey. For further information, to discuss your specific requirements, or to request a tailored proposal, please contact us at info@agilisys.co.uk.