

Service Definition:

ITAM Platform Management Services

1. Service Overview

Organisations often struggle to maintain visibility over their complex software estates, leading to compliance risks and poorly optimised spend. This service is designed to address this challenge by providing either fully hosted, managed and supported ITAM solutions (generally focused on Flexera, Snow and Licence Dashboard technologies) or by configuring and managing existing on-premises/cloud/SaaS instances of most ITAM tooling.

This service relieves the operational burden of platform maintenance, ensuring that your ITAM tooling is configured to industry best practices (ISO 19770) and delivers trustworthy data for decision-making. Whether through proactive health checks, connector management or proprietary data integrity dashboards, Bytes ensure your asset data remains accurate and actionable.

2. Service Features and Benefits

The following table outlines the core value proposition of the service:

Feature	Benefit
Fully Hosted ITAM Platform	Removes the need for internal infrastructure management, ensuring the platform is maintained on the latest stable version with high availability.
Data Integrity Dashboards (DID)	Provides proprietary visualisation of platform health, highlighting gaps in inventory coverage, stale data, and compliance risks to drive trust in the data.
Connector & Agent Management	Ensures comprehensive visibility by configuring and maintaining connections to third-party sources (e.g. AWS, Azure, M365, VMware).
Proactive Health Checks	Periodic assessments of configuration, data quality, and architectural alignment with vendor best practices to prevent degradation over time.
ISO & ITIL Alignment	Service delivery aligned with ISO 20000, ISO 27001, and ITIL standards to support mature ITAM operating models.
Familiarisation Training	Regular remote sessions to ensure your team retains the skills required to navigate the platform and extract value.

3. Service Scope and Modules

3.1 Hosted Platform and End User Access

Bytes can provide a hosted instance of Flexera, Snow License Manager) platform. This module focuses on availability and accessibility, allowing your team to focus on license management rather than server administration.

Activity	Description	Frequency
Platform Hosting	Provisioning and maintenance of the hosted ITAM platform, including underlying infrastructure management.	Ongoing
Version Management	Maintenance of the platform to the latest tested and stable version to ensure security and feature availability.	As Required
Access Management	Configuration of user access rights and roles as defined by the customer security policies.	On Request

3.2 Inventory and Connector Management

To ensure the platform reflects the reality of your estate, Bytes manage the configuration of inventory sources.

Activity	Description
Agent Configuration	Creation and configuration of inventory agents with settings defined by customer requirements.
Connector Integration	Configuration and connectivity testing for third-party inventory sources (e.g. hypervisors, cloud portals, SaaS connectors).
Schedule Management	Establishment of agreed schedules for data collection and aggregation to ensure timely reporting.

3.3 Data Integrity and Health

Trustworthy data is the foundation of SAM. Bytes utilise proprietary dashboards and structured health checks to monitor the vital signs of the system.

Activity	Description
Data Integrity Dashboard (DID)	Provision of a PowerBI dashboard offering a 'single pane of glass' view on data freshness, inventory coverage, and agent health.
Health Check Assessment	A structured review of the environment covering technical configuration, SMaCC settings, agent communication, and server logs.
Remediation Advice	Provision of actionable recommendations to address risks identified during health checks (e.g. non-reporting agents, broken connectors).

4. Onboarding and Implementation

The onboarding process is collaborative, designed to integrate the service seamlessly into your existing IT landscape.

Phase	Activity	Description
Discovery	Requirements Gathering	Identification of user lists, security system rules, device rule configurations, and organisational unit (OU) topology.
Configuration	Platform Setup	Configuration of the customer instance, including integration with Active Directory for discovery (where applicable).
Validation	Connectivity Testing	Verification of data flow from agents and connectors to the hosted platform; testing of third-party API connections.
Handover	Training	Delivery of initial familiarisation sessions and provision of access credentials to the Data Integrity Dashboard.

5. Service Governance and Support

To ensure the service continues to meet your strategic objectives, Bytes employ a structured governance model.

5.1 Support and Maintenance

Activity	Description	Service Hours
Break-Fix Support	Technical support for platform outages, error messages, or functionality failures.	Standard Business Hours
Familiarisation Training	Two remote sessions (up to 2 hours each) per 12 months demonstrating common tasks and platform navigation.	Scheduled
Upgrade Management	Planning and execution of platform upgrades to maintain vendor supportability.	Scheduled Windows

5.2 Tasks and Responsibilities (RACI)

The following matrix defines the division of responsibilities to ensure clarity in service delivery.

Activity	Bytes	Customer
Platform Hosting & Availability	X	
Firewall Configuration (Customer Side)		X
Agent Deployment to Endpoints		X
Agent Configuration (Package Creation)	X	
Third-Party API Subscriptions/Charges		X
User Access Request Approval		X
User Access Implementation	X	
Data Accuracy Validation (Business Logic)		X
Platform Health Monitoring (DID)	X	

6. Service Exclusions

The following areas are excluded from the standard managed service scope but may be addressed via separate professional services engagements:

- **Infrastructure Provisioning:** Bytes do not provision hardware or virtual infrastructure within the customer's own on-premises environment.
- **Desktop Management:** Deployment of agents to the customer's desktop/server estate (e.g. via SCCM or Intune) remains a customer responsibility.
- **Custom Development:** Creation of custom API connections, bespoke reports, or custom fields not native to the tool.
- **Remediation:** Execution of remedial work within the customer environment (e.g. fixing broken registry keys on endpoints) is excluded unless specified.
- **Third-Party Costs:** Any fees associated with third-party APIs (e.g. SaaS provider API access costs) are the responsibility of the customer.
- **Non-Production Environments:** Configuration of test/dev/beta environments is not included in the standard fee.

7. Commercial Structure

Service Option	Description
Pricing Model	Fixed Cost
Payment Model	In Advance / Annual
Term	Minimum 12 Months