

boxxe Software Asset Management (SAM) Services

Service Definition



Service Definition

- About Our Service
 - Components
 - Benefits
 - Area of Expertise
 - Key Specialisms
 - Managing Software Process
 - Achievements

At the heart of who we are is our conviction that we must make life better with tech

Making
Tech Human[™]

About Our Service

Software Asset Management services to support your organisation through BAU activity or SAM implementation. License positions, renewals, entitlement, process creation, life cycle management, request management and tooling selection / implementation. We provide single, tactical pieces of work through to managed services.

Components

Services	Description
SAM License position production	Creation of a licence position for any software publisher. This includes capture and review of all entitlement and contract documentation, inventory and discovery of deployed software, interrogation of licenced models and allocation plus optimization and management plans.
Take an effective license position to an optimised license position	Following on from a licence position, to provide opportunities for optimization, with plans and delivery tracking to ensure the optimised licence position is achieved
Leading or supporting vendor renewals / audits	Supporting your organisation when a software publisher requests a formal audit. We provide a full process based approach and RACI model to engage your business stakeholders whilst managing the publisher and driving to the right outcome.
Reporting & compliance ownership	Creating management reports and working with application and business owners to ensure compliance is owned, and managed effectively within your business.
Risk & compliance optimisation & delivery	Identifying and mitigating risk where required. Working with your business too ensure the optimization is delivered.

New software requirements review and optimisation	Working with projects and business areas to review new software requirements to ensure what is purchased is fit for business and will not create licence problems or be a waste of money for your business.
Licensing guidance for Oracle, IBM, Microsoft and all major vendors	Expert guidance from our team around all major publishers including Microsoft IBM Oracle and more.
Tooling entitlement loading, tooling health check and improvement plan	SAM tooling entitlement capture and review purchase loading and validation licence creation and accuracy check.
Process mapping, assessment and improvement	Supporting your business by reviewing your processes that exist today and helping you move to an improved set of process models that will help you achieve your goals
ITAM - IT Asset Management, Cloud optimisation, Flexera platform management	Effective management of asset management tooling cloud optimization and flexera expertise.
Team culture improvement	Expertise in culture change, culture development, integration of roles for the newly formed team. Working with your business to review the culture within your team, to help support integration of new roles and changes. This will be completed using a variety of methods including interviews surveys and observations which will then use to create maturity steps and an improvement plan working with the team on any gaps transition issues behaviours and key changes around leadership or cultural ways of working.

Benefits

- Cost control governance, no more overspend and prevent risks.
- Right sized software renewals at the right price.
- Get ahead of future demand and influence spend.
- Reduce high software cost by optimising what you have.
- License risk prevention, identify over use before it happens.
- Governance over the whole software lifecycle.
- Implemented by real world experts.
- Create a sustainable SAM model.
- People, Process, Technology approach.
- Training of your team

Area of Expertise

How can we help?

"Help us with a large software renewal"

"Help us get value form our SAM tooling"

"Help us establish or improve our asset management team members and capability"

"Support our team as additional resource(s)"

"Help us through an audit"

"Help us save money on our software costs"

"Help us manage a portion or all of our maintenance renewals / new requirements"

"Help us mitigate a license compliance risk"

"Help us define and deliver an improvement programme"

"Help us create an effective license position then optimise it"

"Help us improve our processes and governance models"

"Help us get a grip on our cloud spend and SaaS software providers"

"Replace our existing service provider"

What do we do?

Software Asset Management Services

- Leading or supporting vendor audits
- License position production
- Effective to optimised license position
- Reporting & compliance ownership
- Risk & compliance optimisation & delivery
- New requirements review
- Licensing guidance for projects
- Tooling entitlement loading
- Manual data capture in place of tooling

Hardware Asset Management Services

- Asset Lifecycle and Inventory mgmt.
- Manage CI updates
- Asset / support / warranty audits
- Maintenance contract renewals
- Config Mgmt. for Desktop, DC and Cloud
- Disposal process
- Hardware Procurement

Asset Tooling Services

- Data validation and cleansing
- Health checks
- Implementations and replacements
- Entitlement-loading and configuration
- Infrastructure, discovery, operations service management i.e., interfaces and APIs
- Data entry / configuration / validation
- Maintain & enhance SAM tooling interface
- CMDDB - Data quality / entry / configuration / validation / maintenance / normalization
- End of life data validation

MI & Reporting

- General ITAM reporting, dashboarding, KPI management etc
- Cost saving / cost avoidance opportunity registration, tracking & reporting
- Non-compliance risk registration, tracking & reporting

IT Asset Mgmt. Transformation

- Maturity assessment
- Tender / proposal writing, review & mgmt.
- As-is process mapping
- Process optimisation against best practice
- Team operating model transformation
- Programme governance
- BAU transition planning
- Process implementation and tracking
- Team training, upskilling & job specs

Renewal Management

- Stakeholder engagement and validation
- Renewal timeline and dashboards
- Renewal budget management
- Renewal savings tracking and optimisation
- New demand gathering, validation and optimisation
- Savings identification, tracking & delivery

BAU Services

- Vendor portal management
- VAR management
- Helpdesk request management service
- Change management request handling

Commercial Services

- Software and hardware procurement
- Assess current and future requirements > BoM
- Price comparison service

By whom and how?

Leadership & Expertise

- ITAM Expert project manager
- Embedded temporary team manager
- Staff & resource management
- Embedded or remote team consultants (Contractors SIFA level 2-6)
- Employees of ITSX

Delivery Method

- Offsite UK based service
- Offshore India based service
- Embedded into your team
- Blended delivery
- 100% delivered service
- 80% delivered service with upskilling of your team, reducing to 20% ITSX delivery over time

Duration of activities

- 1/3/5 days per week
- 1/3/6/12 month services
- Flexible resource pool, drawn down over period
- Defined project

Commercial route

Charging Models

- Resource day rates
- Outcome-based projects and programs
- Milestone payments
- Partial managed service
- Full managed service

Engagement Methods

- Direct purchase
- Government framework
- Via software resellers
- Via partner consultancies
- Via resourcing partners

Key Specialisms

Key Specialisms

MICROSOFT

Experts in creating Effective License Positions, optimisation, true ups, renewals, negotiation, user profiling and forecasting.

IBM

Renewals, ELA extensions, optimisations, license positions, PVU / ILMT config / bundling, ex senior global IBM sales leader-to assist with negotiations.

SAP

Yearly LAW true up, manual and toolset based approaches, spend and deployment optimisation, user transaction profiling.

ORACLE

Skilled across all Oracle products not just DB. Script and toolset based collection options. ULA exit planning, risk mitigation, spend optimisation.

SAM Technology

Experts in design and implementation of toolsets based on your organisation. Not all tools are the same despite what they say!

ASSET MGMT. IMPROVEMENT PROGRAMMES

Our award winning ITAM experts will help create or improve your Asset Mgmt. programme.

CLOUD / SAAS DISCOVERY, MANAGEMENT AND COST OPTIMISATION

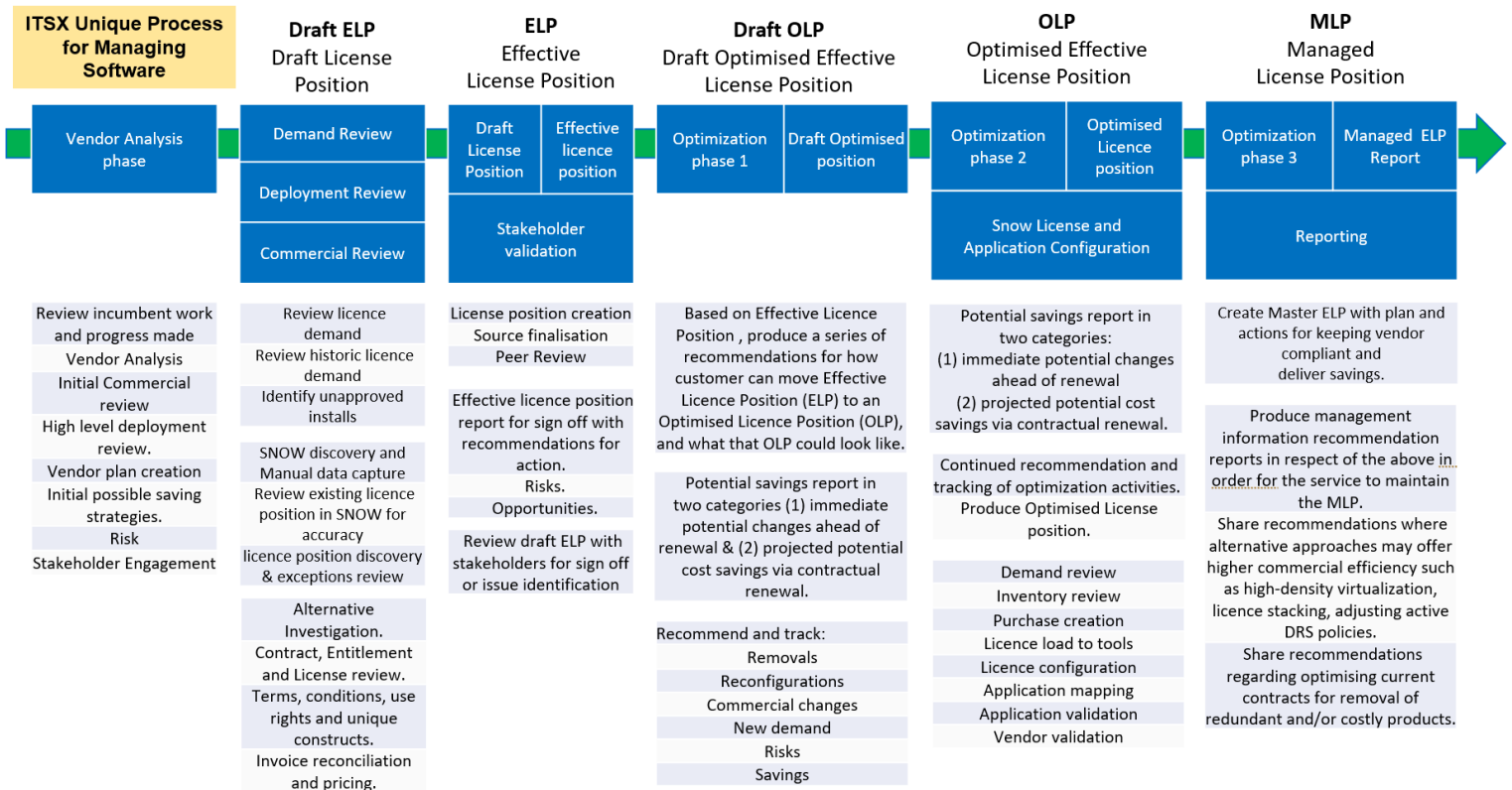
AWS / AZURE spend optimisation. Hidden SaaS application discovery programmes.

Vendor capability

Microsoft
Oracle
IBM
SAP
VMware
Nutanix
Actian
Adobe
Dassault
Autodesk
BMC
EMC
Citrix
Cisco
SAS
MuleSoft
CA Tech
OpenText
Microfocus
Informatica
ServiceNow
OKTA
Salesforce
Workday
Palo Alto / Intuit
Google
Tableau
Splunk
Amazon AWS
Red Hat
Infor
Veeam
Atlassian

And more..

Managing Software Process



Achievements



Large UK Government department

Oracle Example

- Oracle optimisation at government organisation helped reduce a £18m spend to £11m whilst ensuring compliance.

IBM Example

- ELA renewal for leading UK high street company. Optimised requirements to reduce £13m spend to £7m whilst providing a new pot of cloudpak licenses circa £5m for captured new requirements.



Global pharmaceutical company

SAP Example

- Our experts assisted with a \$7m risk on a \$30m renewal. Through optimisation we identified \$15m of shelfware, using \$7m to cover the compliance risk and reducing the renewal by a further \$8m.



UK Highstreet Bank & Global Defence Contractor

Full managed service of Flexera Flexnet platform

- Maximising the benefit of the platform and supporting existing experienced SAM Team minimising complexity.



Large UK Nuclear institution

Full SAM managed service

- Software Asset Management, Hardware Asset Management, Process Modernisation, and tooling service delivered over a multiyear contract to a 20,000 user organisation.