

littlefish GROUP

Software Asset Management

Design, Deployment and Managed Services

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Service Overview

At Littlefish, we understand the critical role that software plays in driving business success. Our Software Asset Management (SAM) service is meticulously designed to help businesses effectively manage, optimise and secure their software assets throughout their lifecycle.

With our comprehensive approach, we empower our clients to streamline operations, reduce costs and mitigate compliance risks associated with software usage.

Key Features

Littlefish will provide a combination of the following activities as part of the service. The specific features and activities will be determined by the customer requirements.

- **Inventory Management:** Gain full visibility into your software inventory with automated discovery tools. Track software installations across your organisation, including licenses, versions and usage data.
- **License Compliance:** Ensure compliance with software vendor agreements and regulatory requirements. Our SAM experts conduct thorough audits to identify potential licensing discrepancies and optimise license allocations.
- **Cost Optimisation:** Maximise your software investments and minimize unnecessary expenses. We analyse usage patterns and recommend cost-effective licensing options, including volume discounts and subscription models.
- **Vendor Management:** Simplify vendor relationships and negotiations with centralised vendor management. We facilitate communication with software vendors, negotiate favourable terms and manage software procurement processes.
- **Risk Mitigation:** Minimise security risks and vulnerabilities associated with outdated or unauthorised software. Our proactive approach includes vulnerability assessments, patch management and security updates to safeguard your IT environment.
- **Performance Monitoring:** Monitor software performance and utilization to identify optimization opportunities. We provide real-time insights into software usage trends, enabling proactive decision-making and resource allocation.
- **Policy Enforcement:** Enforce software usage policies and governance standards across your organisation. We establish tailored policies, workflows and approval mechanisms to ensure compliance and accountability.

Service Management

Ongoing engagement and dialogue are key to a successful partnership, which is why Littlefish provide regular structured reviews with the customer to ensure alignment of goals and service value.

Service Review

Typically, Service Reviews are conducted monthly to evaluate the ongoing effectiveness of Littlefish's services. The Service Review Board convenes either in person or via voice conference, comprising the customer's IT stakeholder (or equivalent role) and the designated Littlefish Service Account Manager (SAM). Additionally, a Littlefish technical resource may participate as needed.

Agenda items for the Service Review encompass:

- Performance Evaluation against SLA.
- Examination of the Consolidated Infrastructure Health Report (if selected).
- Analysis of Trend Analysis Report.
- Dispute Resolution and addressing any areas of concern.
- Review of the Continual Improvement Program.

The Littlefish SAM documents the main topics discussed during the Service Review and any ensuing actions.

Governance Board

In addition to the service reviews, Littlefish and the customer may periodically convene a Governance Board to assess:

- Overall Service Performance.
- Customer Business Strategy.
- Suitability of the service agreement.
- Opportunities for Littlefish to further enhance the customer's business objectives.

Through a blend of tools, processes and personnel development, Littlefish consistently endeavours to elevate the services delivered to our customers. As part of the monthly Service Review process, Littlefish demonstrates to the customer the steps taken to enhance services and, when applicable, showcases improvements through enhanced service reporting metrics.

Customer Benefits

- **Cost Savings:** Optimise software spending and eliminate unnecessary expenses through license optimisation and volume discounts.
- **Compliance Assurance:** Minimise compliance risks and avoid costly penalties by maintaining accurate software inventories and ensuring license compliance.
- **Operational Efficiency:** Streamline software management processes and reduce administrative overhead with automated inventory tracking and centralized management.
- **Risk Reduction:** Mitigate security risks and vulnerabilities associated with outdated or unauthorized software installations, enhancing overall cybersecurity posture.
- **Strategic Insights:** Gain actionable insights into software usage patterns and performance metrics to support informed decision-making and resource planning.
- **Vendor Relations:** Enhance vendor relationships and optimise vendor contracts through expert negotiation and proactive vendor management strategies.
- **Scalability:** Scale your software management capabilities according to evolving business needs and technology requirements, ensuring alignment with organisational objectives.

At Littlefish, we are committed to delivering unparalleled value and support to our clients through our SAM service. With our expertise and proactive approach, we empower businesses to harness the full potential of their software investments while mitigating risks and driving operational excellence. Let us help you unlock the benefits of effective software asset management today.

About Littlefish

- Littlefish is an award-winning Cloud based Manage d IT Services Provider. Through our capability and delivery of service excellence we have become an established and credible alternative to the 'usual suspect' large Multi £Billion Managed Service Providers and IT Outsourcers in the mid-market and enterprise.

- Our purpose is to disrupt the conventional Managed IT Services models – where the usual suspects typically fail to perform – by delivering service solutions that are tailored to the precise needs of your organisation and which are communicated in clear and straightforward language. Our people (and users) first approach delivers a higher quality experience and will add tangible business value to your organisation.

Our service solutions are designed to consider and deliver tangible outputs in terms of improved business performance. The IT experience of your users can be enhanced to promote more agility and improved quality output. Furthermore (but often overlooked), highly available, better performing IT services, with expert support on hand when it's needed to get your users working again, can engender employee health and well-being. Because of these deliverables, workforce productivity levels are increased, and it's likely that our highly attuned service model will also enable you to effect cost-efficiency gains. What's not to like!

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