



Livingstone Service Catalogue

Jan 2026

Livingstone Service Catalogue Overview

	Assessment & Advisory	SAM and Software Investment Management Managed Services		
Optimization	Vendor Support	Sourcing Advisory Services	SaaS optimization	IaaS & PaaS optimization
	Contract Renewal Advisory	Requirements & Demand	User Needs & Portfolio Profiling	Service Needs & Portfolio Profiling
	Vendor Audit Advisory	Contract Solutions	Forecasting & Demand optimization	Forecasting & Demand optimization
	Strategic Licensing & Cloud Reviews	Marketplace Governance	Value & Utilisation Benchmarking	Value & Utilisation Benchmarking
Lifecycle	Maturity	SAM Service Desk	Contract Renewal Process	Cloud & Software rationalization
	ITAM/SAM Maturity Assessment	Service Desk - License & Cloud Advisory	Contract Management Portal	Software metering and re-harvesting
	ITAM/SAM Policy & Process Advisory	Service Desk - License & Cloud Management	Renewal lifecycle Support	Server/cloud licensing allocation & consolidation
	FinOps 360 Assessment	Service Desk – Process Governance	Business Change Impact (e.g. M&A)	Application and Cloud Rationalization
Trustworthy Data	Cloud, ITAM & Vendor	ITAM Data & Insights	Compliance	Cloud Consumption & FinOps
	Data Quality & Compliance Assessment	Discovery & Inventory Cleansing	ELP Reporting	Cloud Consumption & Trending
	Tooling Health check & Configuration	Contract & Entitlement	Mitigation & optimization	Cloud Licensing Usage
	Cloud Readiness Assessments	Tooling & Enterprise Data Insights	Audit Support	FinOps Implementation

Assessment & Advisory Services

Trustworthy Data

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ITAM Tooling Health Checks

Not getting the expected results from your ITAM tooling? Livingstone can help you get the most out of your ITAM tooling.

Cloud Readiness Assessment

Without a plan the cloud can be a costly and risky proposition. Livingstone can help you assess your cloud readiness and develop a plan to move forward.

Effective License Position

Understanding your licensing position puts you in control. Livingstone can help you assess your license position and develop a plan to optimize your license position.

Software Lifecycle Management

Livingstone can help you manage the software lifecycle from procurement to retirement.

Lifecycle

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ITAM Maturity Assessment

Are you achieving the most from your ITAM tooling? Livingstone can help you assess your ITAM maturity and develop a plan to improve it.

Process & Policy Assessment

Livingstone can help you assess your ITAM processes and policies and develop a plan to improve them.

Vendor Rationalisation Review

Livingstone can help you assess your vendor portfolio and develop a plan to rationalize it.

Software Lifecycle Management

Livingstone can help you manage the software lifecycle from procurement to retirement.

Optimization

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Audit Defence Service

A disruptive and potentially costly audit can be avoided with Livingstone's Audit Defence Service.

Contract Renewal Assessment

Livingstone can help you assess your contract renewal position and develop a plan to optimize it.

Strategic Licence Review (SLR)

Livingstone can help you assess your strategic license position and develop a plan to optimize it.

Software Lifecycle Management

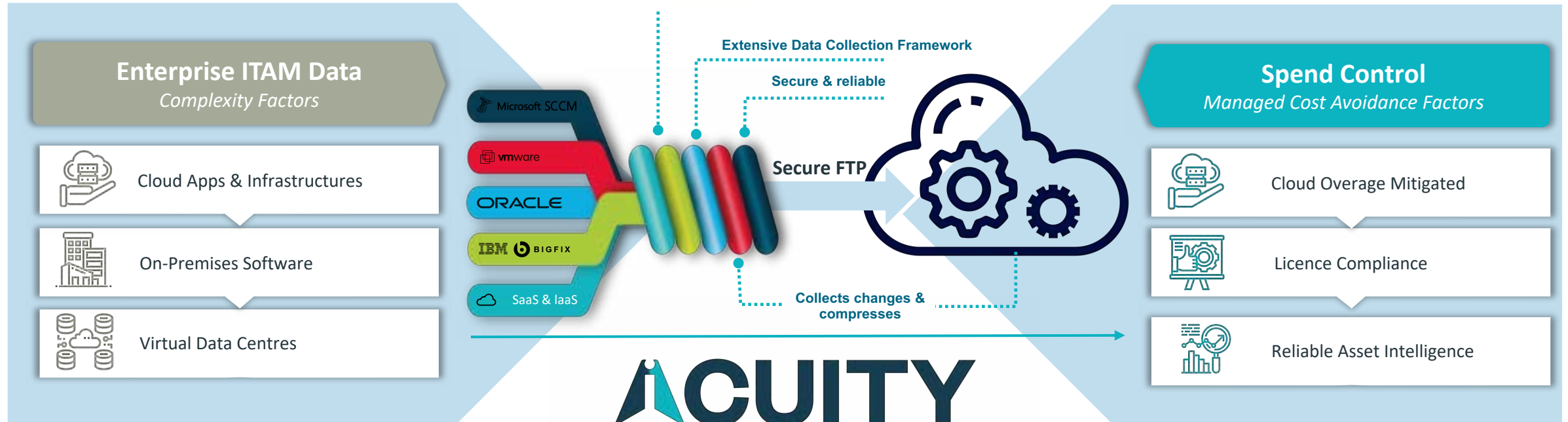
Livingstone can help you manage the software lifecycle from procurement to retirement.

Trustworthy Data

Trustworthy Data

Livingstone Acuity Platform

servicenow FLEXera
snow



Enterprise Data Collection
& Integration Framework



Consumption, Compliance
& Renewal Dashboards



Cloud Hosted Enterprise
Integration



Extensive Software &
Cloud Services Catalogue



ITAM Insights for security
& sustainability



Tooling Configuration
& Management

ITAM Data & Insights: Discovery & Inventory Management

Data & tool management services for IT Asset, Cloud Services, Contract & Enterprise data. Providing information quality & insights to support asset management, compliance risk & cloud consumption management for IT & financial governance



Discovery & Inventory Data Cleansing Service



Automation through Data Collection Framework and Acuity
Deployed within the client environment to support automated data collection across multiple sources



Connections to coverage sources
Focus on connections to AD, CMDB, SAM & security tooling



Acuity has automated process of de-duplication & data prioritization
for high quality & comprehensive data



Livingstone provide ongoing coverage & quality reporting for
inventory tooling

SLA

Livingstone provide SLA's & transparent reporting on recognition
coverage



Where a client has metering Livingstone provides reporting on usage

ITAM Data & Intelligence: Contract Intelligence

Entitlement management services providing a centralized contract information repository. Insights support asset management, compliance risk & cloud consumption management for IT & financial governance



Entitlement Management Service



Client can load & manage their own entitlements where applicable (against Livingstone Catalogue)



A.I. powered Contract Intelligence processes efficiently and effectively to highlight insights and opportunity within your contracts and entitlement

100

Acuity currently managing approximately 100 attributes for each contract.



Collection through integration with existing procurement & contract management tools.



If subscribed to our Service Desk service, Livingstone becomes an approver automatically through the process & therefore receives all entitlements.



Mega vendor forecasting, modelling & negotiation support

ITAM Data & Insights: Tooling & Enterprise Insights

We provide full system management for all leading SAM & vendor tool providers. We are also able to provide a range of ITAM reporting and intelligence including security, risk, and sustainability [GreenOps]

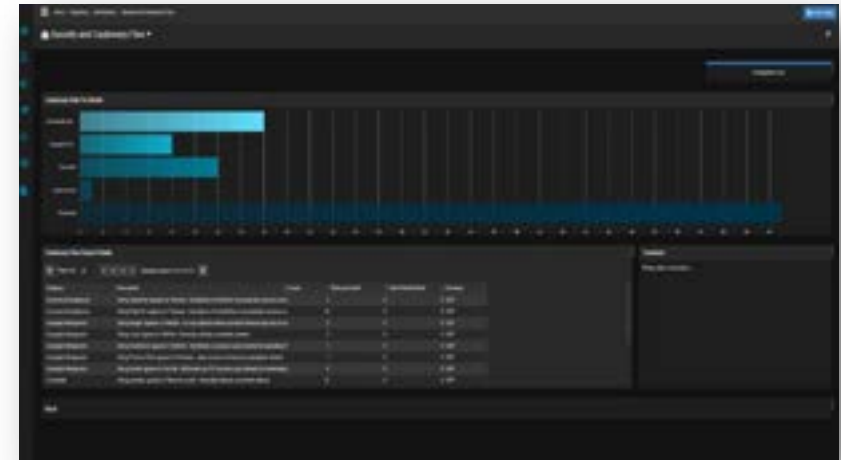
Management services for leading ITAM & Vendor Tooling

- Trained technical and administration analysts to provide full tool lifecycle management
- Integrated tool data & reporting management service



Harnessing the value of Enterprise Data

- Insights reporting services to support security, risk, and sustainability [GreenOps] governance
- Bespoke insights reporting for other corporate governance functions e.g. finance & compliance



Trustworthy Data: Compliance

Periodic reviews your compliance position that provide detailed recommendations to optimise your estate & license deployment to reduce both risk & cost. Advice on license & cost optimization for both business as usual deployments & projects.



- Support for all software publisher and products
- Review of Vendor Contracts, Entitlement and Purchase Information
- Analysis of software consumption and associated risks
- Calculation of financial risk from under-licensing or over purchasing
- Risk mitigation & optimization recommendation with action planning & tracking
- Report and reviews delivered monthly, quarterly or annually

Compliance: Audit Support

Major vendor audits can be expensive & disruptive leading to unbudgeted spend & reputational damage. Our end-to-end audit support mitigates the associated risks, ensuring the cost implications are avoided or minimised

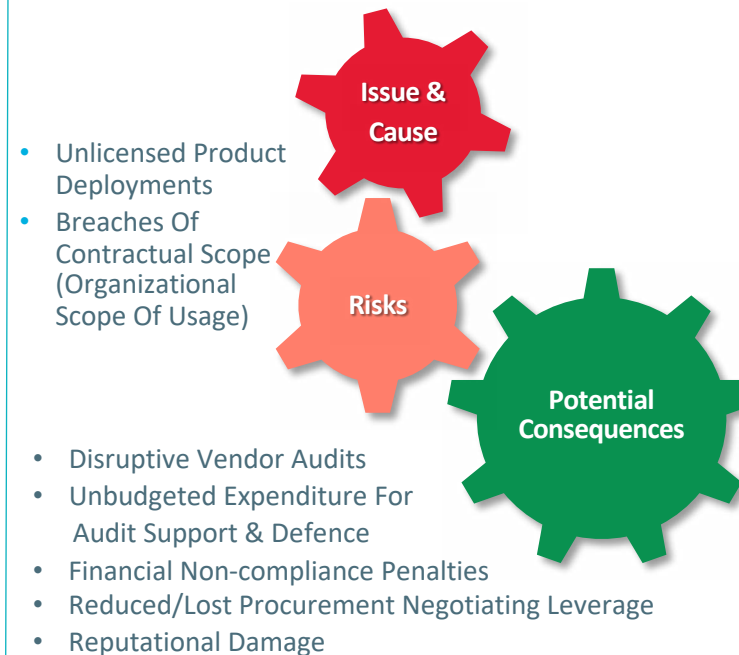
Audit Triggers

-  Legacy pricing metrics
-  Cancel maintenance/support
-  Cloud deal refusal
-  No new license spend
-  Merger, acquisition & divestiture
-  No enterprise license renewal
-  Switched to competitor
-  Refusing a license check
-  Time since last audit (+3 years)

Consequences



Lack of transparency, poor visibility of licensing entitlements, applicable terms & definitions causes misinterpretations & incorrect Assumptions.



Our Services



Risk Assessment

Licensing entitlement, inventory & contracts
Licensing Position - Liability & risk assess.
Audit Preparation recommendations



Audit Planning

Audit Plan & First Actions
Entitlement & Inventory collection
Licensing application
Supporting SAM Policy & Process Evidence



Audit Support

First Action Support
Information & Data Collection
Liability & Risk Management
Negotiation

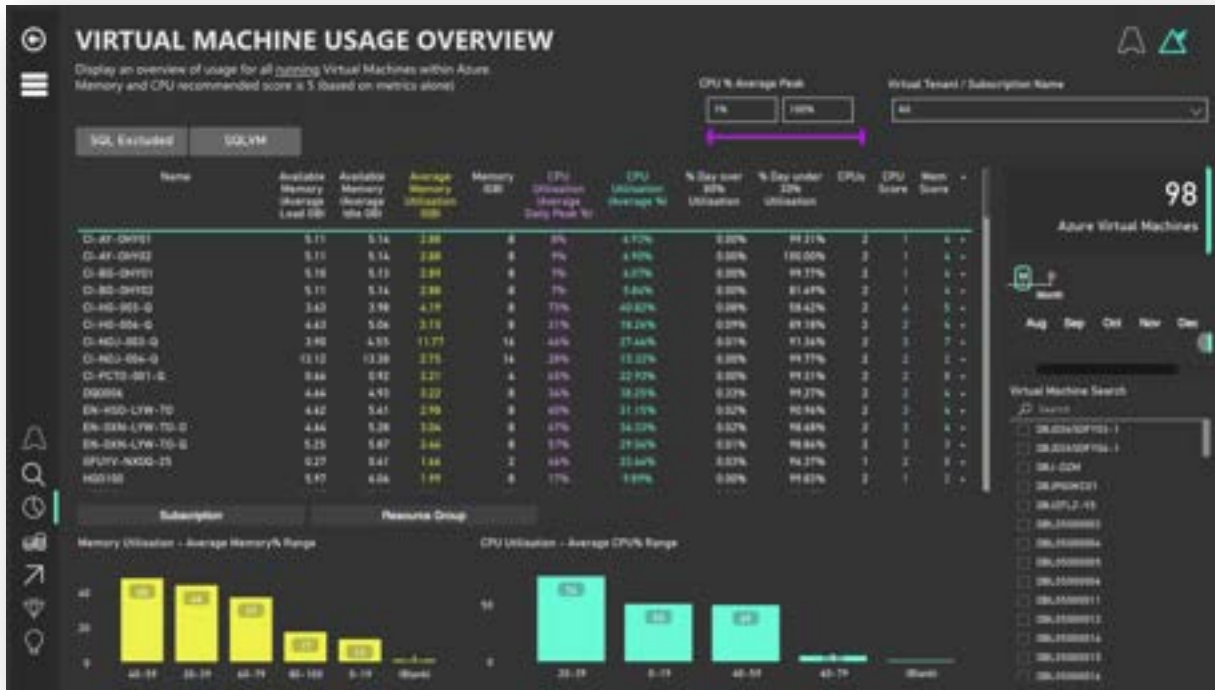


Trustworthy Data: Cloud Consumption

The service provides clear visibility of your cloud ecosystem, across private, public or hybrid environments. Our aggregation provides a single pane of glass that puts you firmly in control, able to govern, manage optimise your cloud & related costs



- Cloud Consumption dashboards & reports showing cloud usage across hybrid cloud ecosystems
- Analytics & Reporting portal, connecting to Public Clouds & hypervisors provide real time consumption & billing data
- Analysis of consumption to improve forecasting budget risk management & capacity planning
- Trending Reports and Modelling Data
- optimization analysis and recommendations
- Transformation services to support optimised migration from on-premises to cloud environments

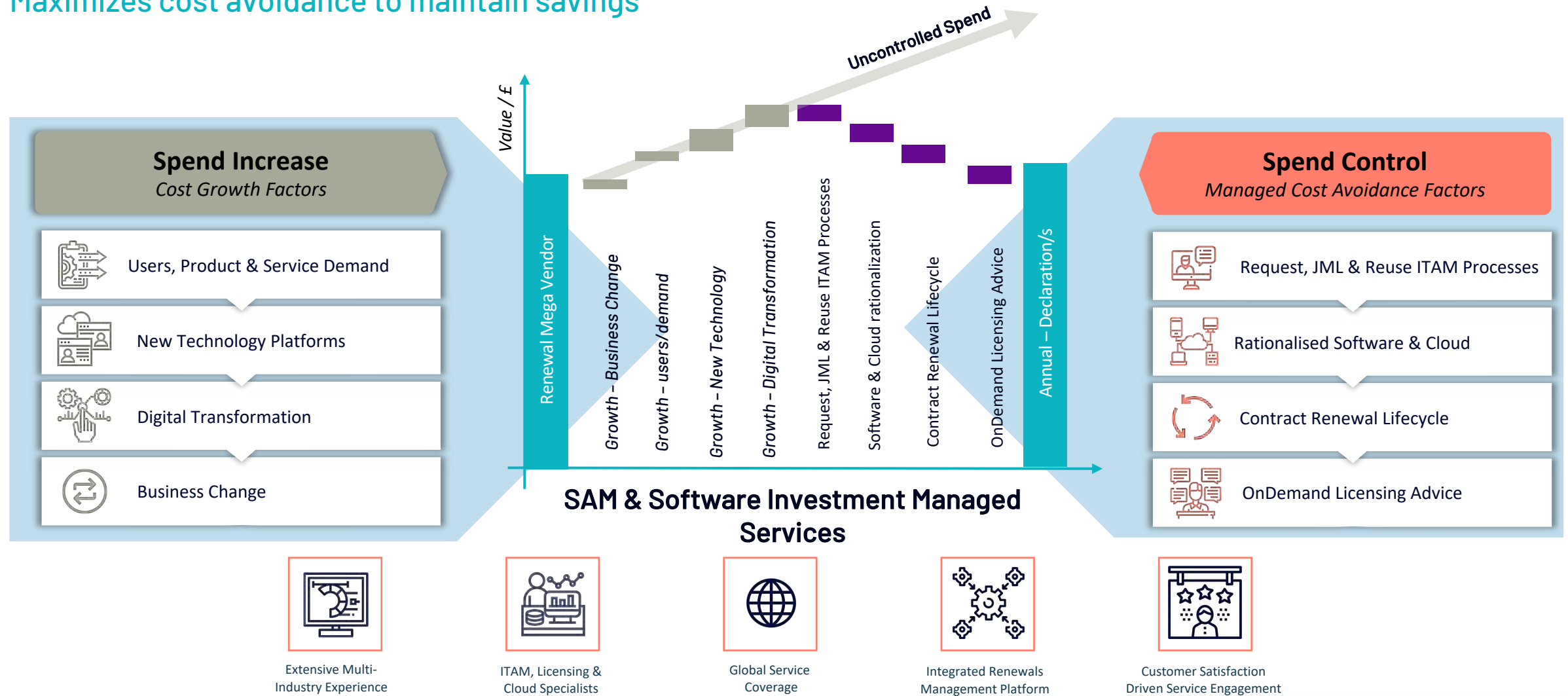




Lifecycle Services

Lifecycle

Maximizes cost avoidance to maintain savings



Lifecycle: SAM Service Desk

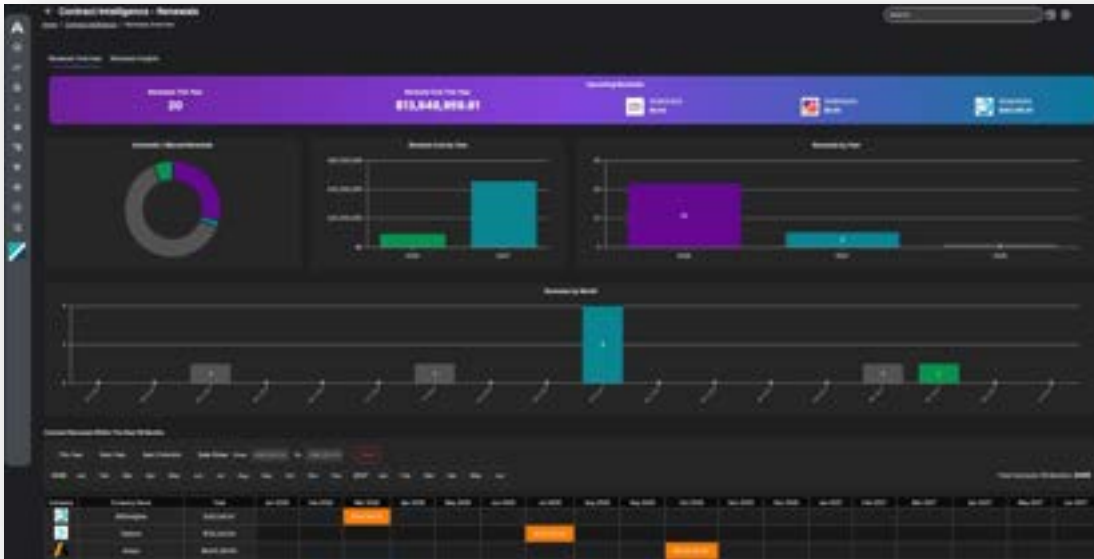
Support for the operational delivery of ITAM related processes and support, inc. front-line requests, contract data & queries relating to software asset licensing, cloud subscriptions & management



- Technical level 3 expertise – deep Publisher and Product SME's
- Remote Service Desk – 8.5 x 5 business hours
- Single point for customer contact
- Licensing & Cloud Advisory Service
 - Queries and subject matter expertise
 - Access to Licensing and Cloud Specialists
- Licence and Cloud Management
 - Process Administration – Requests, JML, Licence Pool operation, Cloud RI requests, Key Library Administration
 - Licensing and Cloud best practice template management
- Process Governance
 - ISO 19770-1 aligned management system & lifecycle processes
 - ITAM process assessment recommendations
- Service excellence delivered against agreed SLA's

Lifecycle: Contract Renewal Process

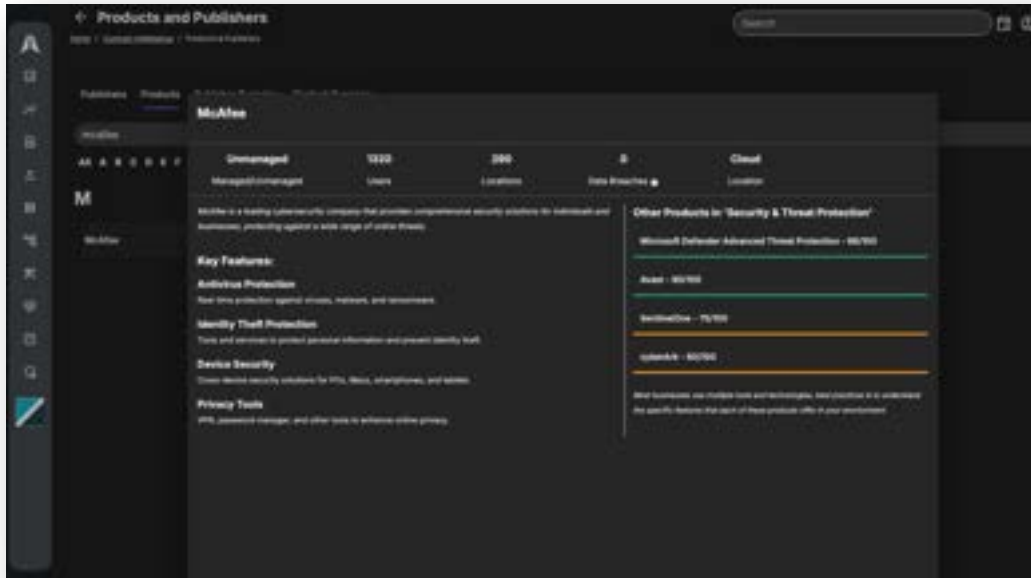
Providing the key intelligence required to optimise licence & subscription renewals. The service provides procurement & category stakeholders with all the essential information to minimise renewal costs



- Delivering key administration actions over the 180 days prior to renewal, capturing critical data within a centralised renewal portal
- Managed software maintenance & subscription renewals processes, tracked within the Acuity portal
- Delivers collation & validation of renewal metrics including quantities & justifications
- Information is delivered within Acuity providing calendars & dashboards to plan, track and optimise renewals
- Upload of purchase & contract data into the renewal repository
- Standardised documentation preparation processes which include vendor's own self-declaration, true-up or other related reporting
- Business change support for mergers & divestments where there are strict contractual software maintenance obligations

Lifecycle: Software & Cloud rationalization

We ensure that the technical & operational deployment footprints of your software & cloud is optimised throughout its usage lifecycle



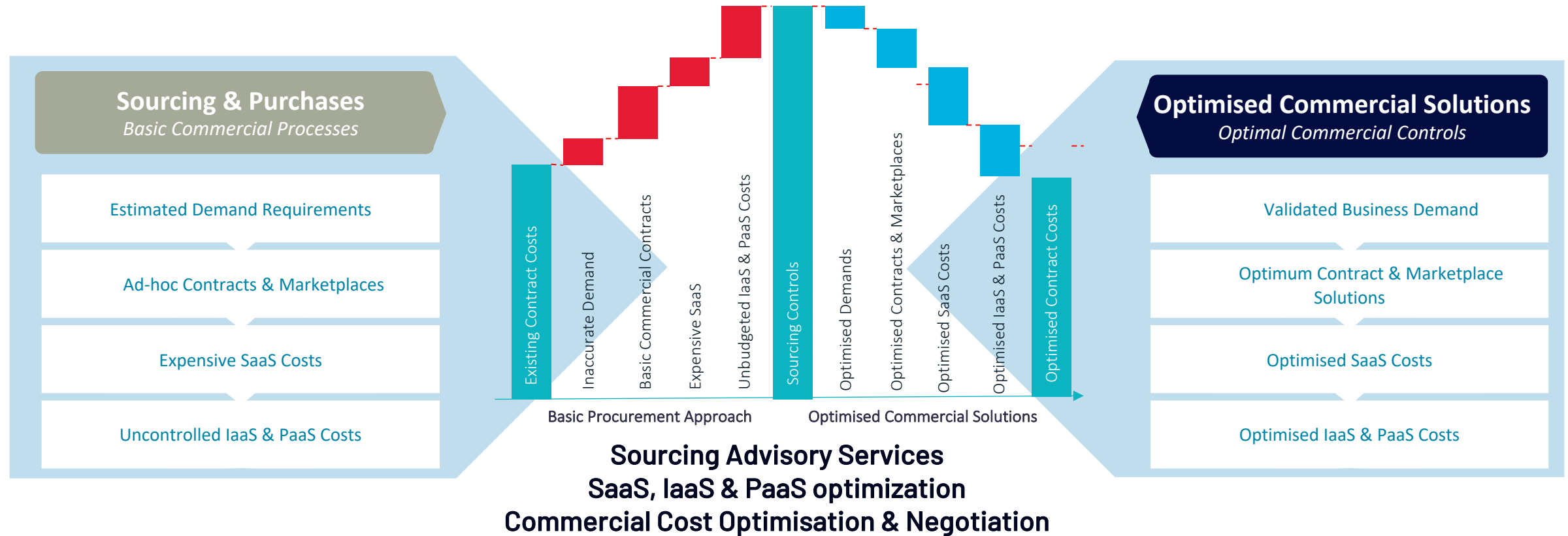
- Re-harvesting of under-used product licensing & subscriptions from servers & users
- Re-harvesting of licenses from decommissioned devices & physical/virtual servers
- Allocation management for software licensing & maintenance support within physical & virtual server environments
- Server licensing analysis to minimise product licensing across systems & processor counts; rightsizing maintenance requirements
- Product feature duplication analysis across applications & cloud services to rationalise & simplify software product lifecycle management
- Reduce support costs & minimise training requirements.

Optimization



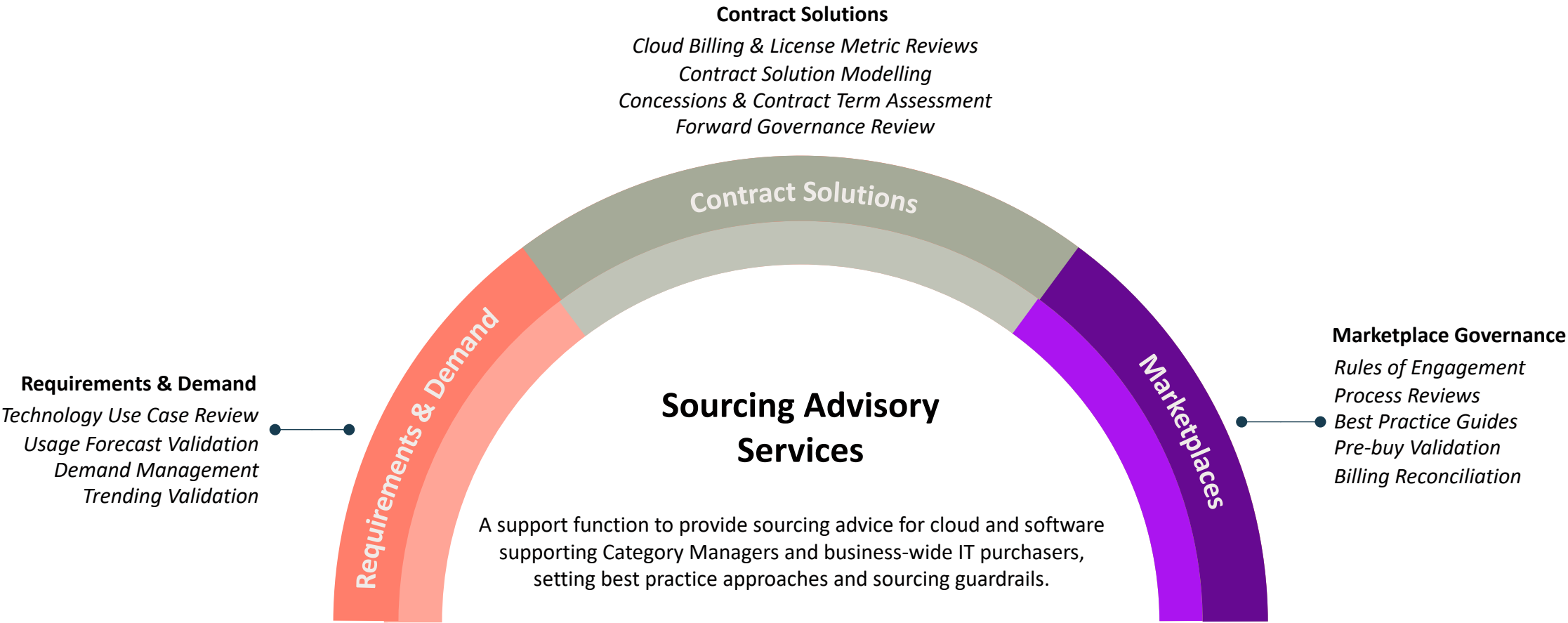
Optimization Managed Services

Delivers and maintains contract savings



Optimization: Sourcing Advisory Services

Allowing business IT purchasers to de-risk their IT procurements through the establishment of a software & cloud commercial centre of excellence



Optimization: SaaS optimization

Our service allows you to take control across your cloud software (SaaS) environments, delivering commercial efficiency that ensures you only pay for what you consume. The result is a commercially responsible approach to Cloud.



Quarterly Activities

- **RightSize** – Review user profiles to resize subscription assignments
- **Cross-Platform** – Assess user deployment where on-premises to cloud migration would reduce operational cost
- **Trend analysis** – Monitor growth or decline per entity to improve budgeting

Monthly Tasks

- **Waste Management** – highlight redundant usage
- **Usage Monitor** - Validate premium entitlements are used i.e. Visio, Project, PowerBI
- **Human Resources** – Report highlighting user consumption trends
- **Policy Compliance** – Review of local compliance features e.g. Legal Hold

Optimization: IaaS & PaaS optimization

Our IaaS & PaaS optimization service allows you to take control across your cloud environments, so you only pay for what you consume. This ensures you retain financial control of your cloud services and costs are predictable.

Portal Dashboards

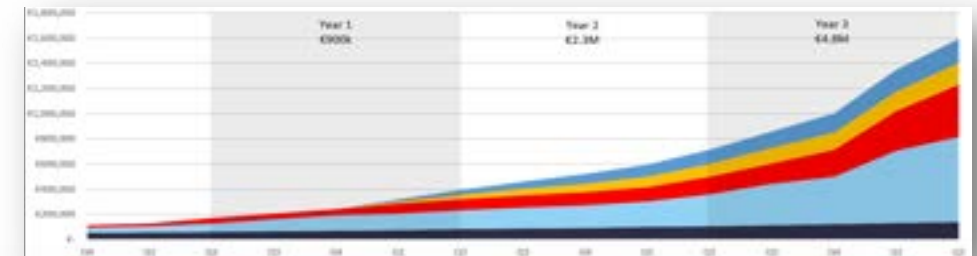
- **Spend Breakdown** – Single portal view of AWS & Azure spend across separate billing regions, entities
- **Charge Back** – Allocate resources as required for internal cost management of chargeback
- **Pre-Production** - Sandbox environment to test use cases and spend pre-production including assess Reserved Instances

Quarterly Activities

- **RightSize** – Review opportunities to re-shape workloads
- **Cross-Platform** – Assess Key workloads where migration would reduce cost
- **Modernisation** – Review when cost improvements justify newer catalogue items
- **Trend analysis** – Monitor growth or decline per entity to improve budgeting
- **Reserved Instance** – Use trend analysis to define RI candidates
- **Cloud containers** – Adjusted optimization profile for container management
- **Global optimization** – Review regional price books for large, multi-geo spend

Monthly Tasks

- **Waste Management** – highlight unattached storage
- **Underutilised Workloads** – Report highlighting
- **Multi-Geo** – Snapshot view of major changes with price advantages



Identified Savings				
Savings Type	Description	Qty	Monthly Savings	Annual Savings
Under Reserved Instance	Instances with spend below a configurable threshold. This can represent both of opportunities that can be consolidated or usage that can be consolidated into other accounts (potential 10% optimization)	5	\$887.77	\$10,653.24
Over Reserved Instance	Specific cloud accounts in a specific region with spend below a configurable threshold. This can represent both of opportunities that can be consolidated or usage that can be consolidated into other accounts (potential 10% optimization)	58	\$277.81	\$3,333.72
Change Region	Identifies instances in regions where there is a nearby region with lower costs. These instances can potentially be moved to the low-cost region.	10	\$109.00	\$1,308.00
Underutilised Instances	Instances that can be stopped or terminated outside of business hours to save on cost. Based on applicable on-demand usage for the 8 best purposes (potential 10% optimization) (potential 10% optimization)	5	\$888.00	\$10,656.00
Overutilised Instances	Instances that are overutilised and can be upgraded to a more powerful instance type.			
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Livingstone Services

SAM and Software Investment Management Services

www.livingstone-tech.com

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