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ITAM Tooling Managed Service

01.01.2026

1 Service Overview

SoftwareOne delivers an ITAM Tooling Managed Service designed to keep your Flexera environment running smoothly and to strengthen it over time. This includes support for both Flexera FNMS (on-premises) and FlexeraOne (cloud). The service focuses on routine maintenance, proactive issue management, and regular health checks to help ensure consistent performance and platform stability.

We work alongside your deployment teams to review Flexera Agent rollout and third-party connectors, checking coverage, data flow, and connector hygiene, and escalating issues where needed.

If data quality concerns arise—either raised by you or identified by the ITAM Managed Service team—SoftwareOne carries out the technical investigation and coordinates follow-up actions, including engagement with Flexera support where appropriate.

Inventory management support is provided on an advisory basis. We can guide you on deployment approaches, upgrades, and troubleshooting, but hands-on deployment remains outside the scope of this service.

1.1 Governance, reporting and planning

To keep senior stakeholders informed, you will receive concise executive-level summaries that set out progress against your agreed KPIs and help maintain alignment with business priorities.

Planning support is included, covering forward-looking updates, change planning, and budget needs for the next financial year. These activities are supported by Quarterly Business Reviews (QBRs) with key stakeholders.

For wider leadership audiences, SoftwareOne provides high-level status reporting and analysis across strategy, performance, operational progress, and budget considerations. Operational service reviews are also held to maintain focus on agreed priorities.

Day-to-day operational teams receive more granular reporting that connects operational activity with wider strategy and future planning, helping teams make timely, informed decisions.

1.2 Incident management and ticket progression

The service includes status reporting and analysis across incidents handled by SoftwareOne and those involving Flexera as the vendor. We manage incident tickets to help ensure issues continue to move through the process toward resolution.

SoftwareOne also monitors and progresses cases across its own queues and Flexera's, while keeping track of new security and vulnerability announcements so that relevant advisories are identified and actioned promptly.

1.3 Security advisories and impact assessment

When new vulnerabilities or security issues are published, SoftwareOne assesses the potential impact at a high level and supports you in addressing those issues within your Flexera environment. This ensures risks are understood early, and that appropriate next steps are agreed.

1.4 User enablement and adoption

To support user adoption during implementation or transition, a temporary customer user forum is provided. This is a scheduled drop-in session hosted by the Technical Account Manager, giving users access to experts and helping accelerate effective use of Flexera.

Where incidents occur, SoftwareOne offers an initial period of investigation before a formal vendor or partner ticket is raised, helping achieve faster triage and better-qualified support calls.

1.5 System configuration assistance

The service includes guidance on configuring your SAM tool and in-scope connectors. Best practices are discussed and reviewed in the context of your current deployment and technology landscape to ensure configuration choices stay aligned to industry standards.

1.6 Service role

The service is coordinated by a SoftwareOne Flexera Technical Account Manager, who acts as your primary point of contact and leads the user forum noted above.

2 Notes on scope

This service provides advisory support only for enterprise inventory data management. It does not include direct deployment activities.

Activities such as health checks, issue management, agent and connector review, data quality investigation, governance and reporting, incident ticket management, security advisory handling, user forums, initial incident investigation, and configuration assistance are delivered as outlined in the sections above.

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