

A Healthcare Solutions Provider Saves \$100,000 with SHI's Microsoft SAM Assist Engagement

SUMMARY

With little confidence in their existing Software Asset Management (SAM) tools, a U.S. healthcare solutions provider required assistance with its upcoming annual Microsoft True-Up and Enterprise Agreement (EA) renewal. By participating in SHI's Microsoft SAM Assist engagement, the customer gained confidence in license compliance, renewed on time, and saved \$100,000 in unnecessary software expenditures.

THE CHALLENGE

A U.S. healthcare solutions provider hired a new CIO and sourcing director. With new execs on board and little confidence in the effectiveness of their existing SAM tools, the customer needed help collecting an accurate Microsoft software inventory across 3,600 machines in multiple states and understanding its license entitlements across multiple business units, vital information required to accurately perform an upcoming True-Up license reconciliation and EA renewal. The healthcare solutions provider did not have the resources to conduct their own analysis.

THE SOLUTION

As the annual True-Up and EA renewal drew near, the healthcare solutions provider reached out to its SHI Account Executive for assistance. The SHI Account Executive, SAM Practice Manager, IT Asset Management (ITAM) Inventory Manager, and ITAM License Analyst, educated the customer on the benefits of SHI's Microsoft-funded SAM Assist program.

SHI, a Microsoft Certified Partner, would identify the customer's installed Microsoft software and analyze their license entitlements to prepare the organization for its upcoming True-Up and EA renewal.

As a first step, the ITAM Inventory Manager interviewed the customer about their IT environment, consisting of 3,000 workstations and 600 servers with some using Citrix and others VMware virtualization technology. In response, he created an FTP site for the customer to download software inventory tools and upload their results. The inventory tools used were Microsoft Assessment Planning Toolkit (MAPT) and SHI's Polaris Connect, VCenter Connect, and AD (Active Directory) Connect.

SHI completed the discovery phase within a month. Throughout this phase, the ITAM Inventory Manager and the rest of the SHI team held periodic conference calls and were professional in their pro-active communication and assistance to ensure that the information collected was as complete and accurate as possible.

The discovery tools gathered information on all Microsoft software that was deployed across the healthcare solution provider's network.

CUSTOMER PROFILE

United States healthcare solutions provider

CHALLENGE

Identify Microsoft software installations across thousands of machines and understand license entitlements to make strategic decisions regarding an upcoming True-Up and Microsoft Enterprise Agreement renewal.

SHI SOLUTION

Provide a Microsoft SAM Assist engagement to identify Microsoft software entitlements and where they are installed, allowing the customer to license only what they need and optimize software assets.

BENEFITS/RESULTS

- ▶ Accurately identified Microsoft install base and license entitlements to eliminate guess-work
- ▶ Eliminated duplicate/false positive inventory
- ▶ Cleaned up old Active Directory objects
- ▶ Recommended License Allocation Redeployment System for surplus license savings
- ▶ Optimized license utilization to minimize compliance risk and maximize coverage
- ▶ Saved \$100,000 in unnecessary Microsoft Project and SQL licenses

Once completed, an ITAM Infrastructure Support Specialist cleansed the data for the ITAM License Analyst to produce a clear view of install counts and compare the data with the information from the customer's Microsoft Licensing Statement (MLS). The MLS is a comprehensive summary of the organization's Microsoft license entitlements.

After a thorough analysis of the data and working through version updates and placing overages to the gaps, the ITAM License Analyst created a licensing reconciliation report, an Effective License Position (ELP). This report detailed areas of over- and under-licensing for the healthcare solutions provider to review with SHI and a Microsoft SAM Advisor and rectify deficiencies through its True-Up.

To exploit over-licensing opportunities, SHI recommended its License Allocation Redeployment System (LARS) for future savings and will offer its Polaris Renewal Organizer (PRO) service to the customer so they can easily manage technology agreements and be more prepared for upcoming renewals for additional publishers.

THE RESULTS

The customer enjoyed numerous benefits from its participation in SHI's Microsoft SAM Assist engagement, including:

More accurate inventory collection

The SHI Discovery tools used to collect Microsoft install data and Machine Names were a great help to the customer. "The tools are very robust and performed better than the major OEM tools that we typically run in our organization," said the customer's Service Management Director. "They also provided a side benefit by facilitating the cleanup of old Active Directory objects in our environment." With more accurate inventory collection, SHI was able to eliminate duplicate data and false positives while also optimizing license utilization.

Increased insight for better business decisions

The normalization of the data, complete with notes, helped the healthcare solution provider to see more clearly into their Microsoft installed environment. "The ITAM License Analyst was able to give me machine details on any licensing that came into question, which allowed me to more easily make decisions on what we are running and how we are using the products," said the Service Management Director. SHI was able to identify which licenses were parts of bundled SKUs and which programs provide the best value to the customer for licensing products. The customer was able to True-Up and renew on time and signed up for an Enrollment for Application Platform (EAP) to maximize the value of their existing applications, develop new applications, and increase productivity while decreasing total cost of ownership.

Achieved license compliance

It was important for the customer to get their licensing correct before they started new agreements with Microsoft. "Through SHI's tools and new discoveries, we were in a better position to right-fit our licensing to the products that we have installed, and thus we avoided over-licensing and identified possible non-compliance scenarios," said the customer. "SHI was not only valuable in helping us understand what we are using and properly licensed for, but right up to the eleventh hour, SHI was ready, willing and able to enact changes in our license ordering to make sure that our next three year program was properly set."

Saved money

As a result of participating in SHI's Microsoft SAM Assist engagement, the healthcare solution provider saved \$100,000 in planned Project and SQL Standard purchases that were deemed unnecessary. "SHI has proven to be an exceptional partner by bringing valuable experience and tools to our organization. The work the team did to help us from making a costly mistake in over-licensing and allowing us to make last minute changes to the agreement allowed us the opportunity to make ourselves more compliant and prepare for increased virtualization," said the customer.

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