

Software Asset Management Services



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Like any other business asset, your investment in software needs to be managed to ensure it does not become just another expense. With effective management you can gain repeatable, extensible returns on your software investment.

Do you have control of your software assets?

Under the International Standards Organisation's software asset management standards – ISO/IEC 19770 and ISO/IEC 20000 – Best practice for software asset management encompasses a number of areas:

- Controlling the environment
- Planning and implementation
- Inventory management
- Verification and compliance
- Operations management
- Lifecycle optimisation

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How effectively do you manage your software assets?

Does your organisation have the knowledge and understanding to manage your software assets in the most effective manner, through all stages of the software asset lifecycle? This includes capabilities to:

- Mitigate the risk of legal and financial exposure
- Limit maverick buying and rogue installs
- Improve the accuracy of forecasting and budgeting
- Ensure good corporate governance through the implementation of policies and procedures
- Help you to capitalise the full value of your software assets
- Reduce the misuse of time-poor staff resources
- Decrease operational costs and improve employee satisfaction
- Provide access to funding and skills sets to deploy and use your software assets
- Improve cashflow
- Control vendor 'sprawl'

If the answer is 'no', Dimension Data can help.

Create the service you need

Dimension Data's Software Asset Management (SAM) services are modular. This means that individual tasks and services can be selected and performed, or you can choose several together to form a Software License Asset Management Managed Service that suits your requirements. The services on offer include:

- Risk Reviews to help you validate and identify weaknesses in your current SAM processes and practices
- SAM Good Practice Reviews to identify areas where software tools may optimise your SAM inventory process, and perform a gap analysis against software asset management good practices

- The Dimension Data Compliance Review utilises vendor software and our internally developed toolset – Software Licence Asset Management (SLAM) – to qualify:
 - Your position of ownership with each vendor (including license agreement details)
 - Your deployments
 - Areas for improvement and suggestions for risk mitigation
 - Your software lifecycle management
 - Your organisation's use of license rights and benefits to which you are entitled
 - The Dimension Data Renewals Management Service to show approximate monthly investments to maintain your software assets for budgetary purposes, for the term of the agreement
 - A full on-site software asset management service to take the worry out of managing your software assets proactively, or modular to suit your needs

What are the advantages of managing your software assets?

- Transform your software from an expense to a value generator
- Standards-based practices for best practice
- Risk mitigation
- Control and accurately forecast software costs
- Customise a service tailored to your organisation's needs
- Streamlined renewals process



Why Dimension Data?

Dimension Data provides a full lifecycle approach to Microsoft technologies. We help our clients to plan, build, support and manage their IT infrastructures and apply our expertise in licensing, Microsoft infrastructure and collaboration technologies, networking, security, desktop deployment and management – and our unique skills in consulting, integration and Managed Services – to create customised client solutions.

By enlisting the expertise of a Microsoft partner, such as Dimension Data, you receive the best services and rates possible, as we negotiate these on your behalf. Our participation on the Global Microsoft Partner Advisory Council (PAC) ensures that we provide your feedback and input to Microsoft, on an ongoing basis, with the end-goal of improved service quality and client satisfaction.

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