Fortune 100

Fortune 100 Energy Company Gains a Ten-Fold ROI
Through License Cost Savings in Less than 6 Months

> *"With Open iT Software in-house, I can create all the reports I need, and even better, I know that all the other managers and analysts of software assets in our company on a regional level can do the same"*
>
> **Global Application Portfolio Manager**
> Fortune 100 Company

HIGHLIGHTS

- This Fortune 100 company had a wide portfolio of expensive software licenses used at their research and production sites.
- As their company expanded, the need to streamline the collection of usage data and generation of reports surfaced.
- After evaluating multiple solution providers and considering an in-house solution, Open iT was chosen for their flexible, detailed and easy-to-use reports.
- The access to software usage data from their sites across the globe helped them renegotiate with their software vendors and optimize their IT resources and gain a 10x ROI within 6 months.

BUSINESS OVERVIEW

The company profiled in this case is one of the largest integrated energy companies in the world, with almost 30,000 employees located in more than 30 countries. With increasingly expensive software licenses used at research and production sites, managers needed to control costs and properly align IT investment with business. A metering and reporting tool for IT asset management was needed, one that could provide a snapshot of global software usage patterns to several layers of management for analysis and better planning. See how they gained a ten-fold return on investment (ROI) through license cost savings in less than six months by, using Open iT metering software.

BUSINESS CHALLENGES

For IT Asset Managers in this technology-reliant company with roughly 1,700 high-end software users, supplying equipment needs, keeping costs down and assessing the value of each IT investment were ongoing challenges. It became increasingly important for business managers to see where and how IT resources contributed to the company's bottom line. Additionally, a company merger required actions to eliminate duplicate software, to renegotiate vendor contracts and to provide management with an accurate reading of how and where costly IT investments were being used to further overall business goals.

Getting usage reports for management had always been difficult, since the process involved multiple steps by several individuals. It included the painstaking job of scripting and manually transferring data to Excel spreadsheets, with a reliance on technical personnel who had to set aside essential tasks in order to help.

"I was getting very tired of asking key technical personnel to help me manually put together Excel spreadsheets of software usage information," explained the company's Global Application Portfolio Manager. "I knew this information was critical to the company, but I also knew that important operational work had to be postponed as a result."

The company was no effective way to integrate business data with usage data for company-wide chargeback. Management needed to see how IT expenses were used by each user at each location in order to make proper budget allocations, as well as to make critical business decisions. The same data was needed to properly negotiate the company's long-term objectives with software vendors.

SOLUTION

After reviewing several data-collecting and reporting software packages, and considering the development of an in-house solution, Open iT License*Analyzer* Level 1 was chosen for its ease-of-use, Web-based reports and robust flexibility to accommodate company-specified functions. License*Analyzer* Level 1 includes software inventory, with a real-time monitor and usage-reporting tool that analyzes software and license utilization over specified time periods. The initial installation, report format set-up and training, together with the integration of user data from the Active Directory, took less than two weeks. After this, software was installed locally on the nine regional sites in North America, Asia, Middle East and Europe, and the company appointed managers to be in charge of each site. Training sessions were held as online meetings. Each manager could readily see their own usage statistics for different applications and features, and compare this to the overall enterprise picture.

One of the key license reports has a table showing applications used, feature names, name of user, the business units they belong to, the site locations, the SAP cost centers, job titles, the total active time and the maximum number of licenses in use. The information could be regrouped at any time to target key areas of focus. Senior management could now access the reports directly, get the information they needed, and analyze company needs for future investments.

RESULTS

With Open iT License*Analyzer* Level 1, the company's Site Managers, IT Asset Managers, and Senior Business Managers now all had access to software usage data for nine sites, worldwide. They could easily see the cost or profit center needs without asking for help from technical staff. License agreements were renegotiated with vendors using real data. Unnecessary expense from unused licenses was readily recognized and eliminated, and IT resources were consolidated and optimized.

"With Open iT Software in house, I can create all the reports I need," explains the Global Application Portfolio Manager, "and even better, I know that all the other managers and analysts of software assets in our company on a regional level can do the same."

One of the company's Business Solutions Analysts stressed that "one of the most important features of our Open iT Software implementation was the addition of our Active Directory information to all of our reports. With these reports, we can get a very clear idea of an individual user's application needs. We also use this information to provide usage statistics to management for accurate maintenance chargeback. Open iT Software has given us the ability to better understand the usage trends and value of our software."

SUMMARY

Using data from Open iT License*Analyzer* Level 1 reports, license agreements have been renegotiated, and significant savings, 10 times greater than the initial cost of the metering solution, were realized in 6 months. Managers have ready access to relevant resource data, and can now streamline and guide expenditures to support the company's overall business strategy.

About Open iT

Open iT offers flexible software usage metering and management tools that can significantly enhance the service value and business viability of any company seeking to deliver the best available IT solutions to its clients. We provide advanced hardware and software usage reporting and optimization solutions. Our customers use Open iT tools and services to reduce IT costs, increase performance and support business process improvements.

Open iT software enables fully customizable usage reporting, granular chargeback for hardware and software usage, and automated, industry-leading license harvesting capabilities across Windows, Unix, and Linux platforms. Open iT metering and optimization tools equip Software and IT Asset Managers with advanced usage metering across different license managers, in addition to other applications and web applications not using license managers.

For More Information

Send email inquiries to **sales@openit.com** on any or all of the software solutions that may best fit your organization's needs, or visit our website (**www.openit.com**) for more information.

We welcome customer feedback and offer help with technical questions through **support@openit.com**.

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