

CUSTOMER SUCCESS STORY

Mitta Oy

Mitta Oy uses Open iT to gain IT visibility, reduces Autodesk licenses by 50%

HIGHLIGHTS

- Mitta Oy needed to gain IT visibility after undergoing multiple corporate acquisitions.
- The company was experiencing multiple denials, and purchasing additional licenses was no longer a sustainable approach.
- Mitta Oy's IT Director, Marko Ukkola, used LicenseAnalyzer™ to find out the root cause of denials and bridge the information gap within the organization.
- With the Open iT License Monitor Dashboard, Mitta Oy found the solution that they needed to scale up or scale down their operations as required.

COMPANY AND BUSINESS OVERVIEW

Mitta Oy, one of Mitta Group's subsidiaries, is a company based in Finland that specializes in providing consultancy services to the construction industry. With over 30 years of experience, Mitta Oy has become a leader in its field, delivering essential data that support their customers' end-to-end processes, from design to production.

Recently, the company has undergone multiple acquisitions, allowing it to further expand its reach and build a competitive advantage over its competitors. However, growth is not a painless process. The expansion brings along the need for digital transformation. In addition, the aggregation of resources – a consequential circumstance that follows a corporate acquisition – raised awareness of the importance of having a holistic view of their entire IT estate.

IT VISIBILITY: AN ESSENTIAL ELEMENT OF DIGITAL TRANSFORMATION

For a company that produces and processes terrain information like Mitta Oy, every corporate decision must be supported by reliable data. This is what Marko Ukkola, IT director of Mitta Oy, had in mind when he took the role of leading the company's digital transformation initiatives.

Mitta Oy relies on the use of engineering software, such as 3D Win, Sentinel, and Autodesk, to respond to the needs of their customers. Ukkola wanted to ensure that its IT assets supported the organization's goals instead of becoming an impediment to its growth.

The first thing he needed to do was to sustain productivity across the company by ensuring uninterrupted access to key applications. They were experiencing a lot of denials, and he realized that continuing to purchase additional licenses as a response to the denials was not sustainable. Ukkola wanted to uncover the reasons for the increasing reports of license denials. However, without an overview of the organization's software usage, it was impossible to determine if their licenses were being used efficiently.

Next, Ukkola had to contend with integrating new servers and licenses into their environment due to Mitta Oy's recent acquisitions. In order to justify any procurement changes, he needed a source of credible information on which licenses to keep and how many could be reduced from the pool.

To attain both objectives, he needed visibility over their assets and how they are being used. He had to find a solution that could track their software license usage and collect the data that he needed to introduce new initiatives to their operations.

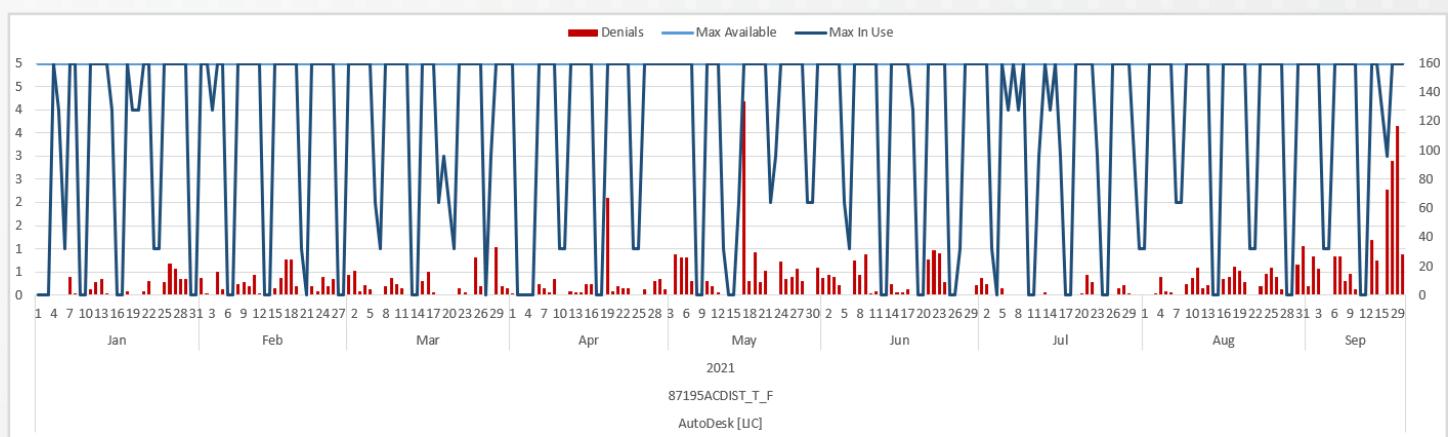
SOFTWARE LICENSE MANAGEMENT: BRIDGING THE INFORMATION GAP

Ukkola started looking for a software license management solution that was quick and easy to use. After looking at different providers, the company decided to pursue its goals with the help of Open iT®.

Mitta Oy purchased **LicenseAnalyzer™**, and in just a few months after initial deployment, Ukkola was able to find the root cause of their license denials, facilitate a discussion with end-users that helped break down their resistance to changes, and optimize their software investments.

Finding out the root cause

One of the barriers to a highly efficient workplace is license denials. Mitta Oy was receiving feedback from their end-users regarding the need for additional licenses as it was obstructing their workflow. The initial assumption was that the available supply of licenses did not meet the current levels of license usage activity.



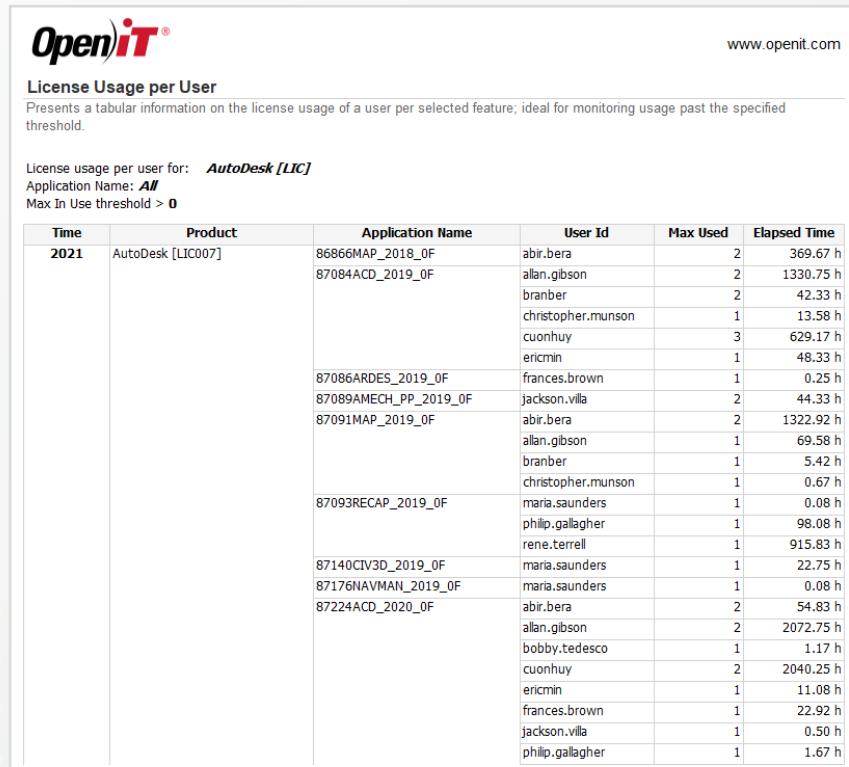
However, license denials can occur due to a variety of factors, such as problems in the license manager because of a missing server line or hostname in the license file or insufficient permissions in a cloud model. In Mitta Oy's case, it was discovered that the difficulty of obtaining a license arose from a faulty server. Using Open iT License Monitor Dashboard, Ukkola was able to pinpoint the actual cause of the license denials in real-time. Visibility into their software license usage revealed that their utilization did not reflect a level that warranted the need for additional licenses. Instead, they needed to upgrade all the outdated license servers.

Lowering the resistance

Change, although essential for growth, is usually faced with resistance. To respond to the questions of the applications' end-users, Ukkola had to present a logical basis and explain the disparity between what the company initially thought they needed and the reality of their software license usage.

Using the Max Concurrent Users report, Mitta Oy was able to inform the end users on how they are using these applications. It became easier to convince them that their work would not be disrupted even if they cut down the number of licenses. For example, it was assumed that they needed 130 licenses for 3D Win. However, upon deep diving into their utilization, the results of the data analysis proved that the usage only peaked at 30 users. Right-sizing these licenses would potentially save them €30,000 to €40,000 a year.

In addition, Ukkola was able to open a discussion with Mitta Oy's employees. Prior to the implementation of the Open iT solution, communication from the end-users was limited to the submission of complaints due to denied access.



Open iT® www.openit.com

License Usage per User
Presents a tabular information on the license usage of a user per selected feature; ideal for monitoring usage past the specified threshold.

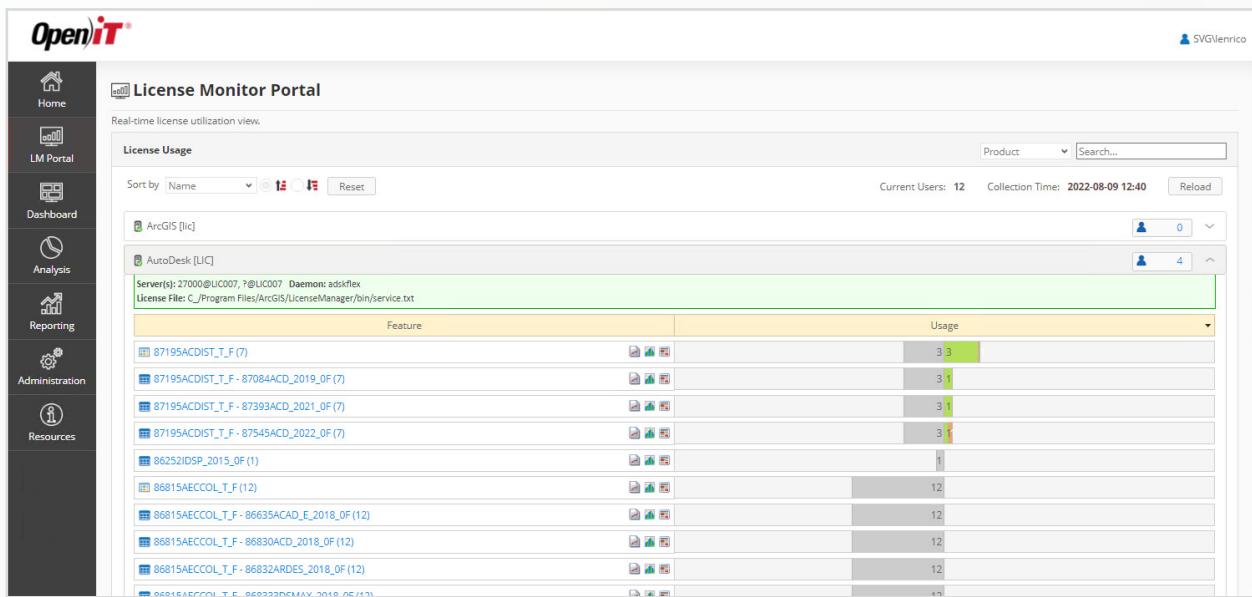
License usage per user for: **AutoDesk [LIC]**
Application Name: **All**
Max In Use threshold > 0

Time	Product	Application Name	User Id	Max Used	Elapsed Time
2021	AutoDesk [LIC007]	86966MAP_2018_OF	abir.bera	2	369.67 h
		87084ACD_2019_OF	allan.gibson	2	1330.75 h
		branber	2	42.33 h	
		christopher.munson	1	13.58 h	
		cuonhuy	3	629.17 h	
		ericmin	1	48.33 h	
		87086ARDES_2019_OF	frances.brown	1	0.25 h
		87089AMECH_PP_2019_OF	jackson.villa	2	44.33 h
		87091MAP_2019_OF	abir.bera	2	1322.92 h
			allan.gibson	1	69.58 h
			branber	1	5.42 h
			christopher.munson	1	0.67 h
		87093RECAP_2019_OF	maria.saunders	1	0.08 h
			philip.gallagher	1	98.08 h
			rene.terrell	1	915.83 h
		87140CIV3D_2019_OF	maria.saunders	1	22.75 h
		87176NAVMAN_2019_OF	maria.saunders	1	0.08 h
		87224ACD_2020_OF	abir.bera	2	54.83 h
			allan.gibson	2	2072.75 h
			bobby.tedesco	1	1.17 h
			cuonhuy	2	2040.25 h
			ericmin	1	11.08 h
			frances.brown	1	22.92 h
			jackson.villa	1	0.50 h
			philip.gallagher	1	1.67 h

However, using the Total Elapsed Time per User report, they were able to determine whether certain users who claimed they absolutely needed particular applications had actually used those applications historically and for how long. Leveraging this information, Ukkola was able to approach the users who felt the need to extend their access to a specific application due to the fear of encountering a license denial. The insights gained from Open iT reports helped Ukkola lead a transformation in user behavior.

Optimizing software investments

Every organization aims to maximize its software investments. However, most leaders do not have the time to dig through the data. With Open iT's License Monitor Dashboard, Ukkola was able to easily access real-time and historical reports that helped him cut down Mitta Oy's Autodesk licenses by as much as 50% with absolutely no effect on user productivity.



The screenshot shows the 'License Monitor Portal' interface. The left sidebar includes links for Home, LM Portal, Dashboard, Analysis, Reporting, Administration, and Resources. The main area is titled 'License Usage' and displays real-time license utilization. It shows two main sections: 'ArcGIS [lic]' and 'AutoDesk [LIC]'. The 'ArcGIS [lic]' section has a note: 'Server(s): 27000@LIC007, 7@LIC007 Daemon: adskflex License File: C:/Program Files/ArcGIS/LicenseManager/bin/service.txt'. The 'AutoDesk [LIC]' section has a note: 'Server(s): 86832ARDES_2018_OF(12)'. Below these are two tables showing 'Feature' and 'Usage' for various software components. The 'Usage' column includes a progress bar indicating the number of users.

Feature	Usage
87195ACDIST_T_F (7)	3/3
87195ACDIST_T_F - 87084ACD_2019_OF (7)	3/1
87195ACDIST_T_F - 87393ACD_2021_OF (7)	3/1
87195ACDIST_T_F - 87545ACD_2022_OF (7)	3/1
86252IDSP_2015_OF (1)	1/1
86815AECCOL_T_F (12)	12/12
86815AECCOL_T_F - 86635ACAD_E_2018_OF (12)	12/12
86815AECCOL_T_F - 86830ACD_2018_OF (12)	12/12
86815AECCOL_T_F - 86832ARDES_2018_OF (12)	12/12
86815AECCOL_T_F - 86833DEMAY_2018_OF (12)	12/12

The visibility accorded by Open iT also allowed them to easily manage the usage of their two Novapoint licenses, which were extremely expensive and were being shared by four users. They could easily see in real-time if at least one license was available or if both were in use, identify who was using the license, and negotiate a usage schedule among the users. The availability of this information granted Ukkola the freedom as well to acquire additional licenses for new users once the current inventory is no longer feasible due to the influx of new users brought by the acquisitions.

As companies pursue expansion efforts, the need for a solution that can easily document the trend of software usage in an organization becomes even clearer. Mitta Oy found this solution in Open iT as it enabled them to scale up or scale down their operations when needed.

CONCLUSION

Mitta Oy has just begun its software asset management and optimization journey, but so far, they are very happy with the results.

"We have eliminated most of the problems. The users usually have access to licenses, and now we are able to reduce the number of licenses we have in the servers."

Marko Ukkola
IT Director, Mitta Oy

I would, of course, recommend the use of software asset management solutions like Open iT to monitor license usage. It helps in uncovering unstable license servers and in viewing the status of licenses in real-time."

Marko Ukkola
IT Director, Mitta Oy

Seeing who, what, when, where, and how the organization was using its applications, Ukkola was able to lead Mitta Oy to reevaluate its software license management practices. By gaining a deeper view of their software license usage, Mitta Oy uncovered areas of potential savings and maximized the utilization of their software assets.

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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