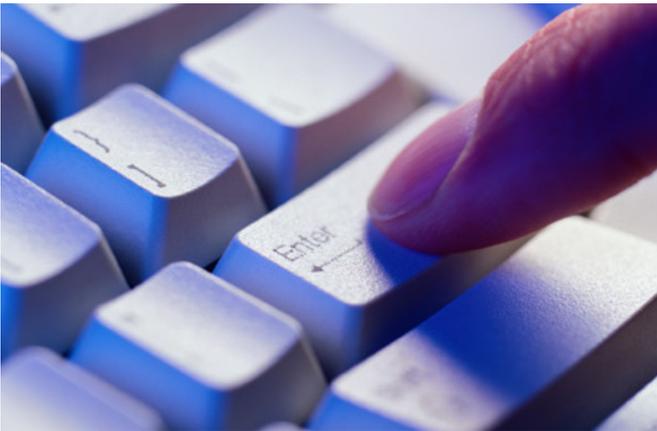


CASE STUDY | Improve Software Asset Management Process

How Investment Banking has 105 development tools where the actual usage has not been actively monitored, exposing the bank to significant financial and reputation risk.



The Problem

Investment Banking has 105 development tools where the actual usage has not been actively monitored. During recent sample audits and usage measurements, it has become evident that more than 16 percent of development-tool usage exceeds license limits, exposing the bank to significant financial and reputation risk.

Given this, an improvement team set out to achieve a utilization state wherein development tools are 100-percent compliant with procurement contracts (primary metric).

The Solution

The team engaged in a number of data-collection and analytical activities during the project phases:

- ▶ Investigated existing practices for Software Asset Management. Identified 105 software applications to be measured.
- ▶ Collected fingerprint and license information for each element.

Problem

- ▶ Software development tools not in compliance with procurement contracts

Solution

- ▶ Identified more than 100 applications to measure and analyze
- ▶ Designed a development tools audit process
- ▶ Improved software deployment process

Result

- ▶ Saved \$1.8 million in improper software use
- ▶ Reduced the cost of Software Asset Management by \$19,000 per year

- ▶ Executed a 1.5-month study using automated discovery tools.
- ▶ Documented process flaws and under- or over-installations.
- ▶ Collected information that addressed 70 percent of existing tools.
- ▶ Created a Software Asset Management process design document.

Then the project team focused on the following:

- ▶ Designing and implementing a cost-efficient development-tools audit process.
- ▶ Reducing current estimated development software license liability by mitigating the need for procuring additional licenses.
- ▶ Reducing future estimated development software license liability by improving the current software deployment process.

The Results

By undergoing this process and taking these steps, the team remained true to its focus on reducing financial and reputation risk – the primary benefits of the project.

From a financial standpoint, the project will save \$1.9 million over a period of three years by reducing the improper use of software. As a secondary benefit, by utilizing deployed resources, the cost of the current Software Asset Management process has been reduced by \$19,000 per year.

In the end, it is accurate to say that the project designed a new Software Asset Management process to replace ad-hoc activities performed by multiple teams to control the misuse of the development tools. Currently the control phase is on hold pending deployed staff allocation in India.