



# SoftwareOne guides financial institution to **ITAM** maturity

## Added automation

on licence management that frees staff to focus on business work

## New budget

for software asset management

## ROI optimisation

through new future Software Asset Management (SAM) projects

### Client

Large financial institution

### Industry

Finance

### Services

IT Asset Management Services

## Maturing the use of ITAM

A financial institution had worked with SoftwareOne's IT asset management (ITAM) team to reduce its financial penalties by 50% after a software publisher audit. However, the client hadn't adopted ongoing ITAM strategies, meaning it was losing out on many benefits. Learn how a SoftwareOne workshop and education strategy gained support among the company's senior leadership for new ITAM investment, helping to transform the organisation's ways of working and maturing its use of ITAM.

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## The challenge

### Limited understanding of ITAM benefits

At the time SoftwareOne started working with the client again, there was a lack of communication and awareness of what ITAM could do to support the business and protect it from future audit fines.

This meant there was limited funding for ITAM and limited understanding of its potential benefits for the company beyond reducing risks and costs from audits. Despite a lengthy engagement process, the company remained reluctant to invest in ITAM.

## The solution

### Demonstrating ITAM's value to leadership

To showcase the benefits of ITAM, SoftwareOne ran a detailed workshop using a comprehensive questionnaire tailored to the client. The workshop brought together 15 senior stakeholders from across the business to explain and demonstrate the wide-ranging benefits that ITAM can bring. After the workshop, a detailed report outlining the results and recommendations and including a tailored action plan was presented back to the leadership, sponsors and key stakeholders. The SoftwareOne team was able to demonstrate the value that a mature ITAM practice would bring to the business – this helped to establish the business case that the chief information officer needed to win new investment in ITAM.

Because of the breadth of attendees at the workshop, it was possible to get a good understanding of what was holding the company back. The workshop also helped to clarify the company's future strategy and plans and showed how ITAM could help achieve these goals. SoftwareOne was able to demonstrate the benefits that ITAM could deliver across the business, not just to IT and procurement.



## The outcome

- **A new understanding of ITAM and its benefits**  
The workshop and resulting report transformed how the client views ITAM. There is now much more openness and understanding of how ITAM can aid innovation, agility and cost savings, as well as improve security and ensure compliance with licensing agreements.
- **Automation that frees up staff time**  
With its improved understanding of ITAM, the organisation has been able to bring in an element of automation to licence management. This has freed up staff time, enabling people to focus more on work that benefits the business.
- **A shift towards continuous ITAM improvement**  
Having embraced ITAM, the organisation has now expanded the scope of its original project and is adding more publishers to the programme as momentum builds. It has also accelerated progress by using international standards to clearly show where the organisation is compared to its peers, both in its home country and globally.
- **Growing expertise in software asset management**  
The client is now open to improve its processes and ITAM strategy. It is working with SoftwareOne to implement recommendations provided during the assessment. Since running the diagnostic event, the company has now allocated a dedicated SAM budget for the year ahead. Two staff members have completed the SAM certification course.
- **Focus on its mission**  
SoftwareOne continues to work with the client to build and expand its ITAM capabilities. Two active proposals are now underway – a SAM advisory service and a SAM managed service to help the company better understand its software estate by building an effective programme. The projects will use cost optimisation and other savings to help the company maximise the return made on its software investments.

## CONTACT US TODAY

Find out more at

[www.softwareone.com](http://www.softwareone.com)

SoftwareOne AG | Headquarters

T. +41 44 832 4169

E. [info@softwareone.com](mailto:info@softwareone.com)

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