



A Trusted Partner for the Public Sector

Sustainable reduction

Lower licence costs

Compliance

Adherence ensured at all times

Future-proof licensing model

Licenses aligned with IT strategy

Client

Gebäudeversicherung Luzern

Industry

Insurance

Services

License optimization

Country

Switzerland

In the Canton of Lucerne, as in most of Switzerland, building insurance is mandatory by law. All buildings must be covered against insurable risks with Lucerne Building Insurance. Founded in 1810, Lucerne is a public-law institution with 125 employees managing more than 120,000 buildings in the canton.

The upcoming expiration of a Microsoft licensing agreement prompted Lucerne to review its entire licensing landscape. As a non-profit public institution, the responsible use of entrusted budgets is essential.

Beyond financial considerations, strong growth in remote work was changing IT strategy. Responsible stakeholders were concerned it could lead to under-licensing in the server infrastructure. Lucerne selected SoftwareOne as a partner with proven expertise in the public sector to support the organization in modernizing and optimizing its licenses, as well as in contract negotiations with Microsoft. As a "Trusted Advisor," SoftwareOne acted independently of software license sales.



The challenge

To identify the best solution for the upcoming Microsoft contract renewal, SoftwareOne needed to balance three key objectives. Lucerne's top priority was to ensure continuous compliance in order to avoid the risks associated with under-licensing. At the same time, the new licensing model needed to fully reflect the changing requirements of IT strategy while positioning the organization for the future.

Another central objective was to optimize license costs. Existing negotiated conditions and the current licensing model were to be reassessed from an independent perspective to gain valuable insights for cost reduction.

“As a public institution, cost efficiency and compliance are key priorities for us. Working with SoftwareOne allows us to sustainably optimize our software license expenses and use our budgets responsibly.”

[Alexandra Baldoria, System Engineer, Gebäudeversicherung Luzern](#)



The solution

The decision-makers at Lucerne Building Insurance were initially unsure if a license optimization project would be worthwhile given the relatively small number of users. So, to start, SoftwareOne assessed the overall feasibility of such an initiative and, with a positive evaluation, the second project phase was launched.

This phase involved creating a comprehensive overview of the existing licensing situation, including contracts, conditions, quantities, and requirements. During dedicated workshops, strategic considerations were discussed related to the IT strategy and its impact on licensing, including potential cloud migration and test environments.

From the customer's perspective, the collaborative partnership, combined with constructive and creative workshops, proved particularly valuable. The experienced consultants contributed their extensive public-sector expertise and deep understanding of complex licensing regulations. With innovative solution approaches, they demonstrated which benefits and savings were realistically achievable.

SoftwareOne also provided substantial support during subsequent Microsoft contract negotiations, including the development of robust negotiation scenarios and a detailed analysis and evaluation of Microsoft offerings, ultimately contributing to a successful contract conclusion.

“Even for a comparatively small organization with 125 employees, optimizing software licenses can be worthwhile – provided the partner brings not only deep Microsoft expertise but also strong public sector experience. With SoftwareOne, both were evident from the very beginning.”

Alexandra Baldoria, System Engineer, Gebäudeversicherung Luzern

The outcome

Lucerne Building Insurance clearly demonstrates that even small organizations can benefit significantly from license optimization. The foundation for this success was laid by SoftwareOne's thorough analysis of the initial situation and target state, along with the resulting recommendations for action.

The project objectives of compliance, modernization, and cost reduction were not only achieved but largely exceeded. The costs for additional required licenses were more than offset by SoftwareOne's expertise.

Additional cost savings are expected in the coming years. Compliance and alignment with the IT strategy are ensured, and under-licensing is consistently avoided. The project managers have particularly valued the trusting collaboration with SoftwareOne under the motto "One Team – One Goal."

The detailed consideration of specific public sector requirements include:

- Long-term, proven savings in software license costs
- Continuous assurance of compliance
- Consistent alignment of the licensing model with IT strategy
- Comprehensive consideration of the specific requirements of a public institution
- Proactive and independent advisory services as a "Trusted Advisor"
- Partnership-based collaboration

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