



# North American bank **achieves big savings** with new visibility into IT assets

## USD 650K

potential savings in Microsoft licensing costs and unused Atlassian Confluence subscriptions identified

## Centralised visibility

into software, hardware, licensing terms and software support status

## Automatically reclaiming

unused Atlassian Confluence subscriptions after 60–90 days

### Client

North American bank

### Industry

Finance

### Services

IT Asset Management  
Assessment Services

A bank that serves individuals and businesses across North America knew it wasn't using its ServiceNow platform effectively to manage its vast landscape of software and hardware assets. The data that powered its ServiceNow capabilities was inaccurate or incomplete, leaving the bank with poor visibility into its systems, resource consumption, costs and risks. So it turned to SoftwareOne for help.



SoftwareOne was an excellent partner that enabled us to implement ServiceNow. Now, our SAM Pro and SAM best practices are excellent. I would absolutely recommend them and I'm thankful for all they have done in support of our objectives.



Bank Vice President of Technology Enablement



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## The challenge

## Seeking a better ServiceNow foundation

With several thousand employees across the country, the bank uses a wide array of applications, with many thousands of licences with different software publishers, contract terms and end-user licensing agreements. With no centralised system for managing these assets, it had no way of knowing whether it was overpaying for software or complying with contracts, putting it at risk of audits and steep fines from software publishers.

The aim of the collaboration with SoftwareOne was to improve practices in the areas of contract management, software asset management (SAM), hardware asset management (HAM), configuration management database (CMDB) and Microsoft System Center Configuration Manager (Microsoft SCCM).

## The solution

## Assessing the bank's ITSM maturity

SoftwareOne developed a solution for the bank using its deep expertise with ServiceNow. This included:

- Conducting a thorough assessment of its ServiceNow platform over roughly eight weeks to understand its level of information technology service management (ITSM) maturity. This assessed the bank's current systems in light of its future goals, to identify areas for improvement.
- Organising a series of requirements and integrations workshops with key stakeholders across the organisation to further refine understanding of current SAM processes and pain points, as well as the technical and functional steps that would be needed to achieve the bank's goals.
- Creating a roadmap for implementation. Working with the bank to help it implement the recommendations after roadmap approval.
- Discovery of software and hardware assets across the business, using that information to auto-populate the ServiceNow CMDB. Building a solid CMDB foundation would then make it possible to improve the bank's other application practices and ServiceNow tools.
- Developing internal resources that the bank needed to use ServiceNow effectively. This included extensive training of people who would be using and managing the ServiceNow platform.
- Reviewing the ServiceNow SAM Publisher Pack for Microsoft to adjust installations and the clustered environment to comply with licensing requirements and reduce true-up cost risks.
- Introducing automated monitoring for hundreds of products approaching end of support, end of extended support and end of life, with cyber review to determine decommissioning or sustainment strategies for each.

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## The outcome

### Reducing costs by USD 650K

By right-sizing its use of ServiceNow's SAM Publisher Pack for Microsoft and automatically reclaiming unused Atlassian Confluence subscriptions after 60–90 days, the bank has the potential to avoid more than USD 650K in costs.

### Improving data insights

SoftwareOne's recommendations provided the bank with improved data insights to help it reduce software consumption and avoid the need to pay vendors for licensing true-up costs.

### Optimising licences and products

SoftwareOne identified and addressed oversubscription for Atlassian Confluence – where the bank was not using more than 60% of the licences it had paid for – by creating rules to automatically reclaim unused subscriptions after 60–90 days and consider a true-down at the next renewal. The bank has also added monitoring for products at end of support, end of extended support or end of life, so it can decide whether to decommission or sustain those to reduce security risks.

### Centralised visibility

With a centralised system for viewing and managing hardware and software, the bank now has visibility into all of the resources it is using, as well as into the status of licences for all applications. Automation also helps to reduce the time to analyse consumption, review requests for new hardware or decommissioning and optimise its infrastructure.

## 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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