Managed Service client sees 400% ROI, millions in cost savings & reduces business risk

This client is a well-known & highly respected major European multimedia services organization, that provides a variety of products and services to both consumers and businesses around the world.

Livingstone was first engaged by the client over five years ago in order to optimize its IBM software estate. As a result of Livingstone's work on this one product alone, the client was able to realize approximately £1 million in cost savings. Following the success of this initial project, the client appointed Livingstone to manage and optimize licenses for its top ten software vendors, including Microsoft, Oracle, SAP and BMC. Livingstone is managing these deployments on an ongoing basis, as a three-year managed service.

In 2019, the client had a strategy to bring its software management in-house, using a leading ITAM software tool. However, this tool struggled to produce meaningful reports on the company's vast amount of license-related data, which was drawn from thousands of different products deployed on more than 140,000 separate devices; the dataset was simply too large for the tool to process and it couldn't cope. Another issue with the tool – a problem that many organizations face – is that it was never effectively integrated or configured, meaning it was not fully delivering on its intended outcomes.

This was at a particularly critical time for the client, as it was negotiating a new contract with a major vendor. To strike the best possible commercial terms for this deal, it required an accurate understanding of deployments, usage and entitlement. It became evident to the client that it could not count on the tool to provide the critical information needed to ensure it was able to negotiate effectively with the vendor.

High-volume data processing spurs greater efficiency; stakeholder management streamlined

The client turned to Livingstone for support. The biggest challenge was the requirement to process a significant amount of data relating to its software installations and usage, and establishing how these tallied with its contract entitlements. This included a raft of 'non-instance' – or undiscoverable – data which required manual collection and analysis. As the client is such a large organization, with many different aspects to its business, Livingstone had to find effective and efficient ways of handling huge volumes of complex asset, commercial and contract data.

With Livingstone's team of license experts onboard, and by making use of Livingstone's proprietary technology platform LUCE to process the massive amounts of data, it was

At a glance

- 400% return on investment on Livingstone managed services

- Multi-million-pound savings on client's top ten vendor licensing

- Thousands of software entitlement documents processed and managed

- 30-strong dedicated account team members

- License renewal calendar established to streamline and optimize license renewal process

- Risk management capabilities bolstered with risk-steering committee and well-informed key stakeholders

- Improved vendor management and renewals

possible to process millions of rows of complex licensing data, all within a matter of 24 hours. This approach delivered far richer data than the client had seen from its in-house ITAM tool during the previous two years.

With this intelligence at the team's fingertips, Livingstone was also able to provide extremely valuable insights to the client's key stakeholders, providing relevant information directly to the company's c-level executive team to keep them well-informed about the organization's software portfolio and any associated risks.

As a result of LUCE outperforming the previous ITAM tool, and of Livingstone's license experts adding such comprehensive support and value, the client has since elected to outsource its entire ITAM function to the Livingstone Group. Together, the LUCE platform and Livingstone's expert consultants are continually streamlining and optimizing the organization's software estate, delivering significant savings as part of the process.

Client achieves multi-million-pound savings and boosts risk management capabilities

Over the last year, the Livingstone Group has been an authorized Managed Service Provider to the client, primarily focused on software renewals and risk mitigation. Livingstone has provided the company with a renewals calendar, so that every time a software contract is set to expire, the client's procurement team has plenty of advance warning, and can prepare for what are usually complex and lengthy renegotiations. This is backed up by license specialists and clean licensing data related to each vendor.

This proactive approach also goes a long way to avoiding any major licensing-related challenges, particularly audits from top vendors. Furthermore, Livingstone also set up and now manages a risk-steering committee within the organization. The group, which meets once a month, includes the client's Head of Procurement, Finance Director, and other key stakeholders who review risks associated with the company's software estate to ensure no gaps are missed and that oversights can be resolved.

To further ensure ongoing compliance and minimize any unnecessary spend, Livingstone has set up a managed software service desk to ensure that all software requests from the client's users are triaged and processed by Livingstone. The Livingstone team checks for any spare licensing before pushing requests through to procurement as a last resort.

As part of the software management process, Livingstone has been able to process many thousands of entitlement documents, over a thousand individual software requests, and has analyzed hundreds of millions of lines of software-related data. As a result, the client has seen multi-million-pound cost-savings and a 400% return on its investment into Livingstone managed services.

Livingstone has helped this leading European Multimedia Services Provider make multi-million-pound savings on a number of key vendor renewals and via the ongoing renewals management process. It has deterred two major vendor audits. There are currently 30 people providing ITAM services to the operator – which include delivery managers, procurement specialists and consultants – reassuring the client that they have the very best team behind them.

> "We've been able to help this client and deliver tangible outcomes, including optimizing their software licenses to achieve multi-million-pound cost-savings, significantly reducing their audit-related risks, and enabling them to have a better understanding and overview of what's going on with their software estate."

Ian Carmino, Chief Revenue Officer, Livingstone Group

Our vision is to be the leading independent, global provider of Software & Cloud Portfolio Management and optimization services for our clients and partners.

Providing the intelligence our clients use to govern their digital transformation journey. Optimizing their software portfolio to avoid unnecessary cost and risk, whilst driving value from their software and cloud investments throughout their lifecycle.

info@livingstone-tech.com

livingstone-tech.com