Infraware

Optimise Assets & Cloud

SAMSentry

Optimise

Processes

Best Practice

SAMSentry is a cloud based assessment & management tool that helps organisations review, deploy & manage effective SAM systems.

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About Infraware

Infraware is a leading software asset management company headquartered in London; established in 2006 the business was one of the first specialist SAM practices that focused on delivery of results rather than SAM technologies.

As a business Infraware was involved in the three most important industry standards (Co Authored Federation Against Software Theft 1998, Quality Reviewed ISO 19770-1 2002 and Co Authored SAM ITIL version 3 2009). As such we are unrivalled in our depth of knowledge and service reach to our clients.

Over the past five years Infraware has conducted and recorded the statistics from over 600 licence management reviews globally. From the period 2011 through to 2016 we have identified over 900 million pounds (Sterling) of cost avoidance.

The Challenge

Software expenditure is increasing and so is our dependence on it. The multitude of software products for sale, complex IT environments and fluid methods of software consumption, all contribute to the challenge. The onset of cloud adoption means the core emphasis of SAM is not only about compliance. More now than ever, SAM has to integrate software usage. To achieve any of these goals requires careful planning and structure; not solely licence management and discovery tool-sets. With a structured understanding of your environments supported by well versed software management processes, comes a solid foundation for a new and improved SAM system.

Over the past 15 years the SAM industry has seen steady growth and we continue to experience this because of the complexities around software management. Historically, SAM was required to manage software used on desktops and physical servers, however today we consume software via smartphones, tablets, our own devices (BYOD) and virtual machines. We use software in the cloud, run virtual applications and see more and more business models being digitised.

Even for medium-sized organisations, expenditure on software runs into millions. To adequately manage this costly investment, SAM professionals need suitable tools. The natural reaction is to reach for discovery and licence management technology. However, alone, they do not provide the information and industry support required for managing software in the modern environments. SAM Maturity models have previously provided an approximate view for organisations; however they are static reports that are based on industry standards that are out of date and require modernisation.

As we move rapidly into the fourth industrial revolution (digital) SAM is more about understanding the various layers of connectivity, data direction and asset classification rather than one to one/many licence models. At Infraware we understand the importance of 'asset classification, relationships and data flows' to ensure a 'contextual' view of an asset base. Microsoft has employed our services to draft global usage processes for some of their largest cloud contracts and we continue to work with hosting organisations globally.

With the technology progression comes a skills shortage; it is estimated that by 2018 there will be upto a 50% skills shortage in the SAM industry (Source: Gartner 2017). We must find a way to locate the middle ground of acceptable standards and best practice; SAMSentry has been designed to help organisations review, deploy and manage efficient and sustainable SAM systems.

The Solution

SAMSentry is a SAM Optimisation Solution that enables a business to assess, benchmark, view priority-based recommendations, collaborate and track progress. When combined with software audit and licence management technology it provides a 360 view of an organisation's SAM infrastructure. The reports and recommendations add context to discovery and entitlement figures that would normally have little explanation for root cause issues.

With over 10,000 review hours conducted between 2011 – 2016 Infraware has developed a systematic review and management tool that facilitates collaboration and provides rich layers of reports with detailed timeline recommendations.

SAMSentry

'SAMSentry is the result of 20 years of focus on software management and statistics collected from over 600 process reviews globally. With a growing requirement to have an indepth understanding of your organisations position, where you need to be, how you get there and stay there along with business justification SAMSentry will assist you on your journey'

Steven Davison, Author of FAST Certification, ITIL SAM & Reviewer of ISO19770-1.

Benefits

Detailed and up-to-date SAM review assessments based upon independent research of SAM industry

Cut project costs by up to 40%

Validate governance with SAM supplier or outsourcer.

Build a strong and robust business case for an improved SAM system with key facts and figures to support financial buy-in

Place context and multi-layered information to support end point discovery and licence reports

Communicate with management teams on key areas of improvement and risk reduction in a succinct and practical manner

Demonstrate credibility and progress to the Executive Team.

Select the right technology features to support your business process

Pinpoint process disconnects and their effects on audit or licence reports

Understand what action needs to be taken and follow automated timestamped recommendations

Employ as 'First Line Audit Defence' mechanism

Collaborate with IT and non-IT teams globally to remedy process gaps

Assessment Areas

EXECUTIVE SPONSORSHIP

Is support secured from the top?

DOCUMENTED POLICIES, PROCESSES AND PROCEDURES

Are software related policies, processes and procedures documented and enforced?
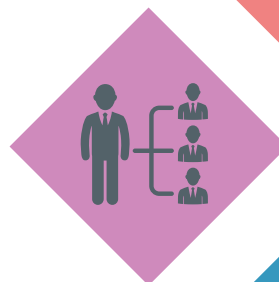
**TECHNOLOGY**

What technologies are available to support hardware and software data collection?

FINANCIAL SUPPORT

In-line with your SAM objectives, has sufficient budget been secured?
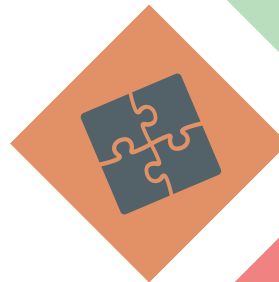
RESOURCE

Is representation from different areas of the organisation available to support and provide input?

SOFTWARE LIFE-CYCLE MANAGEMENT

Is software adequately managed from the point of entry to the point of exit?

MANAGING SUPPLIERS AND THIRD PARTY SERVICE PROVIDERS

Are suppliers and partners, who come into contact with your software, properly managed?
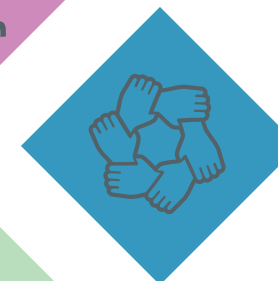
AUDIT AND RECONCILIATION

Are software deployments and usage regularly verified against licence entitlements for key software publishers, and how is it approached?

AUTOMATION VERSUS MANUAL METHODS FOR SAM

How are tools exploited and where are manual data collection methods required?

Assessment Areas

## Estimate software usage with an increased exposure to financial and legal risk

✓ Microsoft, Oracle, IBM

What products, consumption methods and management practices are potentially creating a financial exposure?

✓ Align to Publisher Audit Methods

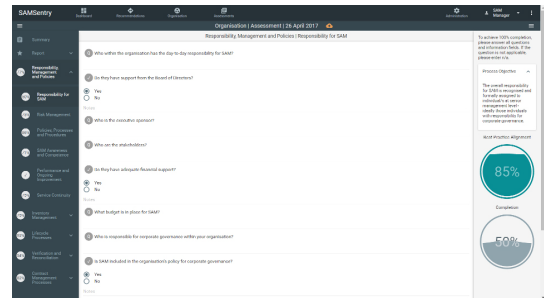Use SAMSentry to demonstrate control and governance to software publishers requesting licence or usage reports.
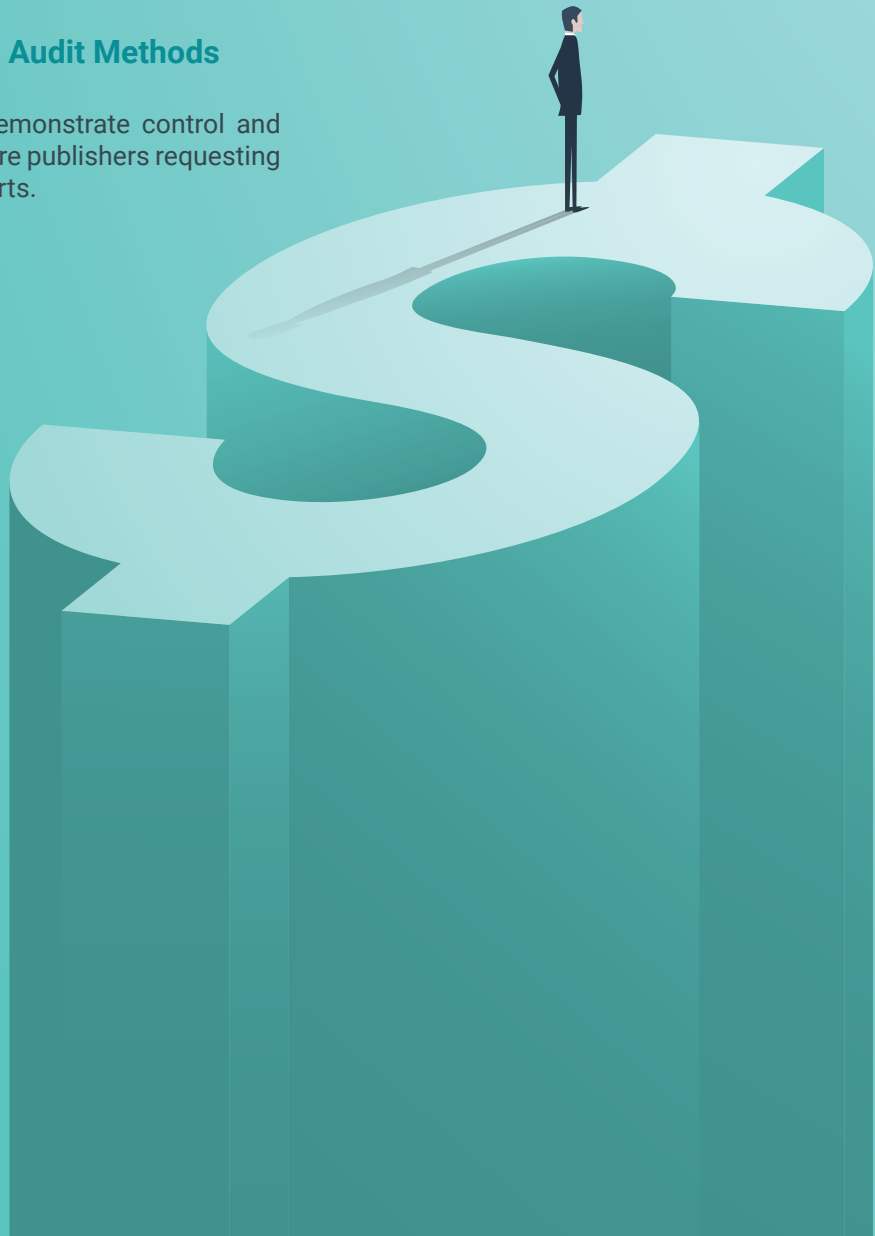
Features

Use SAMSentry to review, prioritise, design and build your SAM processes.

✓ Best Practice SAM industry assessment with over 400 questions

Gain input into the assessment from all parts of the organisation that touch software.

✓ Complete multiple assessments and track improvement

Compare assessment results with graphical representations for the key process areas to see how your SAM implementation is progressing.

✓ Industry sector average scores and benchmarking at key stages

Assess your SAM infrastructure against the principles of industry standards, best practice frameworks and our long-standing knowledge of the SAM industry.
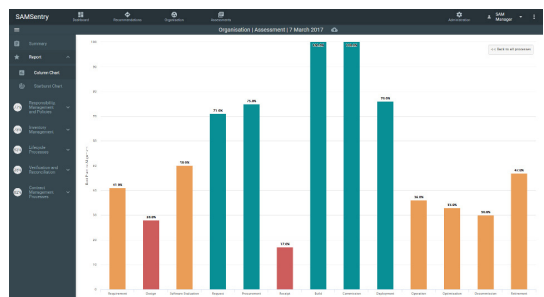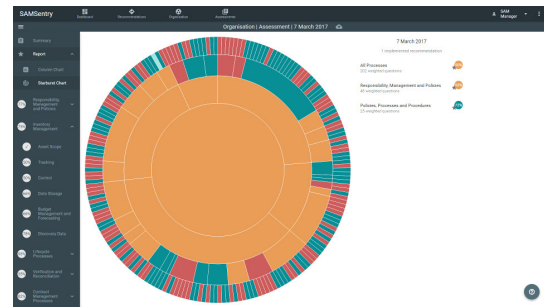
Features

Select an area on the management dashboard to delve into the detail behind the results.

Interactive chart management, starburst linked to actions

Create a timeline of activities and assign resource to complete them to detail business requirements for an effective SAM system.

Management dashboard with a red flag system to highlight process gaps

Focus on underperforming areas of software management, critical to the success of a SAM program.


### Get a radar view of recommendations's implementaion progress

Graphical reporting with clear visual data allows SAM Managers to demonstrate to management teams in a succinct and practical manner.

Features

SAM is a journey so it's important to prioritise areas where you can be effective and important that you can measure your progress.

Detailed recommendations with scheduled timescales

When pursuing improvement; the activities to complete, points to consider and suggested timescales to help organise in order of priority.

Assign tasks with start and completion dates
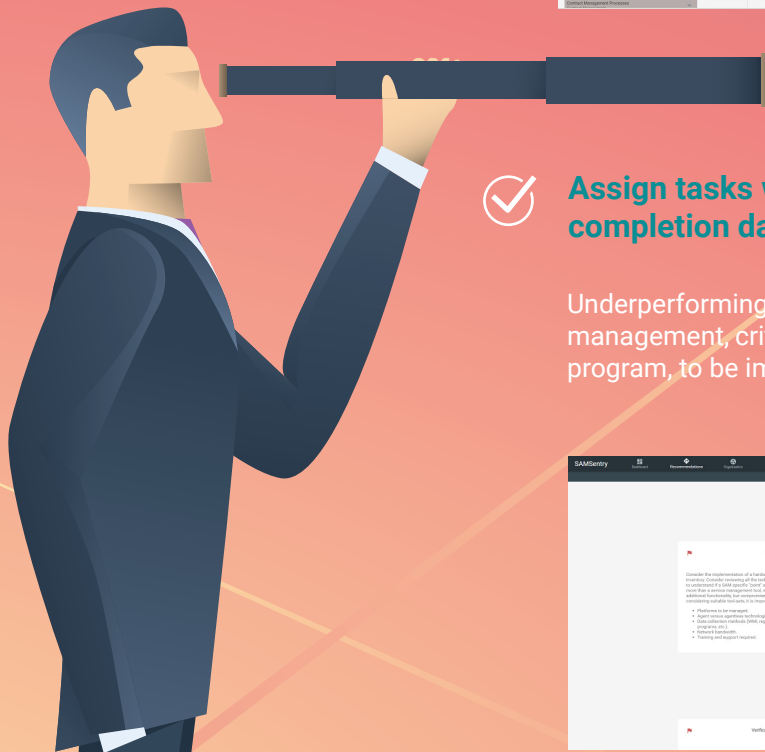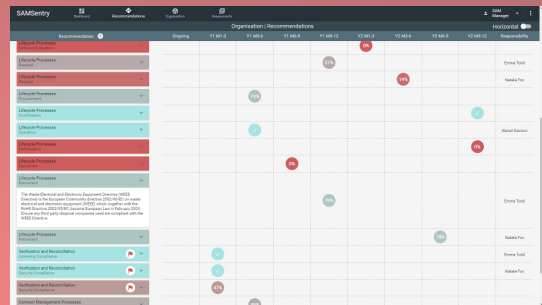
Underperforming areas of software management, critical to the success of a SAM program, to be improved as a priority.
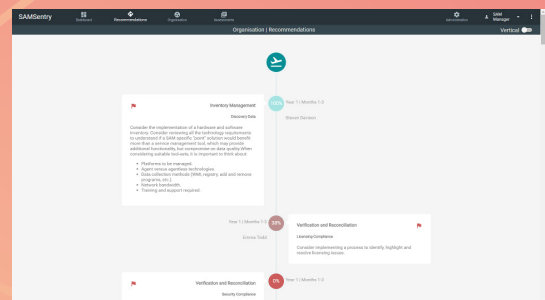
The Missing Piece

SAMSentry is the perfect platform to bring unity and collaboration to your SAM program, which is essential to justify resources to implement SAM effectively. Position next to your SAM discovery & licence technology to provide an end to end management system.

Over the past 4 years there has been rapid growth and development in the automation and ability of SAM technologies; the ability to focus on core licence models and specific algorithms has dramatically increased.

However, with the onset of new technology and the expected skills shortage (Gartner 2017) it is imperative that we use every means possible to visually display how software is managed and moves into and around our organisations.

IoT, BYOD and many other aspects of IT will impact how we adapt our SAM best practices. Understanding the context of your source of truth; why there are data quality issues or low coverage percentages all require an in-depth understanding of how your business manages software.

Let SAMSentry unlock the detail and insight that you need to build a credible and sustainable SAM system on time and in budget.

Platform Technology & Security

SAMSentry services are located in UK Azure datacentre, and conform to the latest security, data protection and authentication standards.

SAMSentry is implemented using JavaScript as a Single Page Application front end, which communicates with REST API back end (Azure App Service). The API in turn communicates with a document database (Azure database as a service for MongoDB).

SAMSentry uses JSON Web Tokens for web client authentication. Tokens expire within 24 hours after which the user is automatically logged-off.

Microsoft cloud services are audited annually against SOC 1/SSAE16 and SOC 2/AT Section 101 and ISAE 3402 standards. Service Organization Controls (SOC) framework is a standard for controls that safeguard the confidentiality and privacy of information stored and processed in the cloud.

- Non-automatic registration by Infraware is required for all users.

- Users are uniquely identified, generic user IDs are not allowed.

- Traffic is allowed only via HTTPS.

- Passwords are stored in a hashed format, cryptographically irreversible.

- SSL is used for all communication to and from the Azure cloud, and between web API and the database.

- Web clients do not query the database directly.

- Database encryption at rest.

*Infra*ware

Optimise Assets & Cloud

www.infraware.co.uk

sales@infraware.co.uk

+44 (0) 1908 487 634

Exchange House, 494 Midsummer Boulevard, MK9 2EA

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