

Shopping™ Analysis Report

Prepared for: «COMPANYNAME»

**Automation Opportunity**

This report provides an analysis of the number of software requests that exist in your environment that could be automated by Shopping. A total of automation candidates were discovered over the sample period. This equates to a total of 5,899 requests that could be automated by Shopping over an entire year. The analysis was performed over a period of «Period» days from «StartDate» to «EndDate» and yielded the following results:

|  |  |  |
| --- | --- | --- |
|  | **Total Software Distributions** | **Automation Candidates** |
| **«Period» day sample period** | «TotalNumberOfRequests» | «TotalNumberOfOneOffRequest» |
| **Annual Total** | «TotalNumberOfRequestsInAYear» | «TotalNumberOfOneOffRequestInAYear» |

Each request is examined to see if it is the type of request that can be automated by Shopping. A request that can be automated is typically one-off and will have been made by only a few users in isolation rather than appearing as a software roll out to a large distribution group.

**Savings**

Automating the identified software requests offers a significant saving opportunity. The cost of a software request at «COMPANYNAME» is «CurrencySymbol»«CostPerRequest»[[1]](#footnote-1). Based on the «TotalNumberOfOneOffRequestInAYear» automation candidates found in your environment an annual total of value can be saved as highlighted below:

|  |  |  |
| --- | --- | --- |
|  | **Automation Candidates** | **Total Costs** |
| **«Period» day sample period** | «TotalNumberOfOneOffRequest» | «TotalNumberOfOneOffRequestCost» |
| **Annual Total** | «TotalNumberOfOneOffRequestInAYear» | «TotalNumberOfOneOffRequestInAYearCost» |

**Industry Benchmarks Comparison**

A number of industry benchmarks exist relating to the provisioning of one-off software requests. Gartner estimates that a typical end user will make 1 - 2 calls to the help desk requesting a software installation or change each year\*. This estimate is based on data gathered across a range of businesses in the United States and Europe. The analysis of the environment at ***database name*** discovered «NoOfActiveMachines» active computers over the sample period. Assuming that each user has a single computer, the following table compares the results of the analysis with the industry figures for a company with a similar number of users.

**Appendix**

**What is a one-off request?**

A one-off request will typically be made when an end user phones or emails the help desk to request a new software application. A help desk engineer will process the request and setup a software distribution to the user's system. This may involve creating a new collection and advertisement in System Center Configuration Manager or adding a system to an existing collection. In order to be classified as a one-off request, it is expected that an advert would only be targeted at a small number of systems in a short period. These requests can be identified by examining the status messages associated with an advertisement and counting those that appear for each unique system in a 12 hour period.

One-off request summary

The following table shows the top 10 most frequently requested programs during the sample period.

|  |  |  |
| --- | --- | --- |
| **Package Name** | **Program Name** | **Number of requests** |
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**About 1E**

1E believes every one of our customers should expect more from their IT. Founded in 1997, 1E is recognized as a leader in software and services that improve IT efficiency by identifying and reducing costs and waste in hardware, software, energy and time.

1E pioneered advanced PC power management with the release of ground-breaking solutions like NightWatchman® and WakeUp™. That innovative approach has continued with the development of revolutionary concepts like Useful Work™, Drowsy Server®, Computer Health™ and Shopping™ as part of a unique range of industry-leading solutions.

Headquartered in London and New York and with 16 million licenses deployed world-wide, over 1,400 organizations in 42 countries have trusted us to help them to work effectively, productively and sustainably. To date, our energy efficiency solutions have helped our customers save in excess of $550m in energy costs alone, cutting CO2 emissions by 4.5 million tons.



1. Based on typical helpdesk software request cost from “Driving down the cost of IT support” - Gartner [↑](#footnote-ref-1)