Workplace Compliance

Reduce costs and ensure IT compliance with integrated management of contracts, licenses and IT assets for physical, mobile and virtual environments.

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Today's workplace is becoming increasingly dynamic where a user no longer connects to the network from just a desktop but rather from multiple locations using multiple devices. These connections may be physical, mobile or virtual and the software that runs on the devices may be delivered through various methods such as cloud computing and virtual platforms. This, combined with new licensing models, has added to the complexity for IT departments to manage their IT assets and ensure the company remains compliant with its licenses.

A recent Gartner report noted that companies have practiced asset management for some time, but there has been a 36 percent increase in the past three years. There are two main reasons that are driving this increase:

1) The increased complexity of the IT environment, licensing and the variation between vendors and products makes it difficult and not financially feasible to find the skills and knowledge to handle it with in-house personnel.
2) Tighter budgets have led to the growing need for companies to maximize the value of their existing assets. This presents a more compelling case for asset management.

A comprehensive Workplace Compliance solution is able to effectively integrate the management of IT contracts, software licenses and IT assets. It enables administrators to track hardware and software assets and their allocation within the organization to monitor both financial costs and risks from corresponding issues. Workplace Compliance is able to address several major concerns for today's dynamic enterprise such as proactive monitoring of contractual deadlines and cost structures; organizational allocation and management of all physical, mobile and virtual IT assets; and license compliance for software products required by end users.
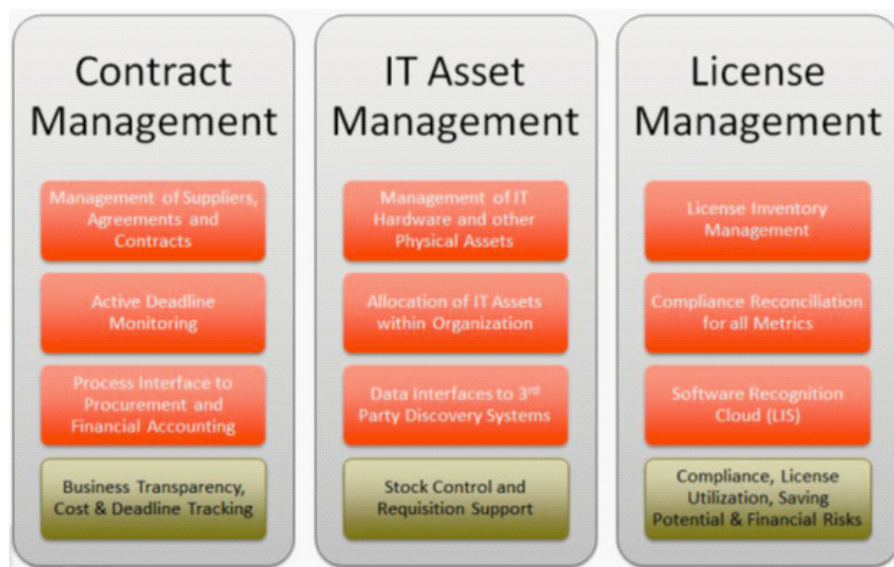
Contract Management

Efficient and cost effective management of IT resources requires transparent and proactive management of agreements and contracts. While the purchase itself and financial transactions are usually handled by an ERP system, the users responsible to manage the lifecycle of corresponding contracts mostly do not have access to those systems. In addition, those systems hardly provide the required functionality for effective contract lifecycle management.

A report from the Aberdeen Group found that organizations lacking a contract management system lose 4.5 percent from their contractual purchases because they are paying for services they could eliminate or scale down. For an organization that spends $10 million on contracts annually, this translates to $450,000 in wasted spending each year.

With contract management, IT organizations can record, track and monitor agreements (master contracts) and purchases (contracts) effectively.

- Master Contract Lifecycle Management
    - General master contracts
    - License agreements (also providing templates for Microsoft and Adobe)
- Purchase Lifecycle Management
    - Contracts
    - Contract items (in combination with corresponding module including relation to IT assets and licenses)
- Deadline Monitoring
    - Notification about period of notice
    - Notification about expiration
- Cost Management
    - Cost planning
    - Cost analysis (plan vs. actual)
    - Cost forecasts
- Collaboration support (appointments, tasks, memorandums, document attachments)

IT Asset Management

The inventory of IT assets is continuously changing in an organization, especially with the mobile devices that are constantly coming in and out of the organization. For an enterprise, it is next to impossible to track these assets manually and be able to know how old each asset is and whether it is still under warranty or not. Without this information, IT organizations are wasting time and potentially making poor procurement decisions.

An automated IT asset management solution allows organizations to centrally track all IT assets across the organization, no matter where they are located. Administrators can easily track each item and see if something is in use, missing or broken in order to make better decisions about repairing or replacing equipment. Being able to effectively track each asset and the associated user also helps prevent lost devices.

An asset management solution also allows information to be exported to accounting departments for financial reconciliation and transparency regarding current status and allocation. Before new equipment is ordered, IT asset management shows unused items available within the organization and where they are in their product lifecycle.

When IT asset management is combined with the company's service catalog, it allows for the automation and user self-service of provisioning new and existing assets. Users can get quicker access to the equipment they need to be productive, and it is automatically charged to their department or cost center. In order to stay on top of today's dynamic workplace, companies should look for a holistic asset management solution that provides the following functionality:

- Manage all kind of IT assets:
  - Computers
  - Virtual desktops
  - Peripheral devices (e.g. monitors, printers, portable storage)
  - Mobile devices (e.g. mobile phones, smartphones, tablets)
  - SIM cards (and their allocation to devices)
  - Network devices (e.g. routers, bridges)
  - Universal devices (e.g. furniture, equipment, rigs, tools, infrastructure)
  - Manage stock keeping units (e.g. available items, items in use, missing items)
  - Purchase requisitions
- Manage workplaces
  - Associated user
  - Associated physical, virtual and mobile devices
- Report all assets and their whereabouts
- Collaboration support (appointments, tasks, memorandums, document attachments)

License Management

While provisioning of software applications is mandatory to maintain productivity of end users, proactive license management helps companies eliminate overspending on licenses and ensures that the organization is compliant. Nearly one-third of corporate software applications are incorrectly licensed, which means companies are overspending on some programs and missing licenses for others.

License management shows the status of all licenses, how much is being spent, where costs can be cut and what must be done to maintain compliance. If a company is audited, they have all the information and support necessary to provide proof of its software licenses to avoid heavy fees. Every time someone in the organization installs or removes an application, the system will automatically reconcile, and alerts can be set for when a license is about to expire or the company is not in compliance.

License management provides the functionality to automate the recognition and evaluation of corresponding records from both technical and commercial perspectives, as well as to manage license inventory and compliance reconciliation. Rich collaboration functionality enables administrators to coordinate and monitor respective activities across the organization, covering all processes as defined by SAM standard ISO/IEC 19970-1.

A license management solution automates all facets of software compliance so companies are getting the maximum efficiency from their software budgets:

- Management of both status and principal user of computers
- Automated software recognition (License Intelligence Service, LIS)
- License requirement management (from inventory, Active Directory groups, dependencies)
- Management of license inventory for purchased usage rights
- License pool management
- License compliance reconciliation
- Review of installed applications, their usage and timeliness of inventory information
- Reporting of compliance and license inventory
    - Per organizational unit
    - Per location
    - Per cost center
- Reporting of cost saving potential and financial risks (in combination with contract management)
- Collaboration support (appointments, tasks, memorandums, document attachments)

The Matrix42 Advantage

Matrix42 Workplace Compliance provides a comprehensive solution for management of IT assets, contracts and licenses. It is such an integral part of maintaining compliance and managing costs that Matrix42 includes it with each of its solutions for mobile, virtual and physical workplace management. Matrix42 is the only vendor to provide a solution that manages all physical, mobile and virtual devices so an organization can ensure security and maintain control over all of its assets whether they are used in the main office, in the field or by remote workers.

Workplace Compliance can also be fully integrated with a company's service desk and service catalog so that the most common IT processes can be automated and delivered as a self-service option to end users. As a result, users can quickly receive the hardware and software resources they need without opening a help desk ticket and waiting for IT to respond. It also ensures that as hardware and software is provisioned by an end user it is properly tracked and charged to the appropriate cost center. With all Matrix42 solutions, companies have the flexibility to deploy it as a cloud-based or a premise-based solution.

Conclusion

With companies looking to control costs and get the most out of their resources, one of the quickest and most effective means is Workplace Compliance. It provides a solution for managing assets, licenses and contracts that provides immediate and tangible benefits:

- Lower software and hardware costs. It provides a complete and accurate view of every asset in the organization to eliminate overspending on hardware, software, licenses and maintenance. By understanding all the assets that are owned and if they are being used and providing value to the business, companies can better manage the hardware lifecycle, make smart procurement decisions and save money.
- Mitigate risk and ensure compliance. It provides transparency into all license agreements so IT purchasers can quickly see if they are overpaying for some licenses and missing contracts for others. This ensures compliance and has been proven to achieve up to a 30 percent savings on software license expenses.
- Negotiate effectively with vendors. Armed with insight into software usage patterns, licenses and contracts, companies are in the best position to negotiate favorable terms with their vendors.

Matrix42 software manages more than 2.5 million clients, and the company has been providing Workplace Management solutions for 20 years. Visit us at www.matrix42.com or contact us at info@matrix42.com or 888-694-2872 to find out how 2,500 customers worldwide are taking control of their workplace to improve employee productivity, IT efficiencies, cost savings and user satisfaction.

Disclaimer

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