

Case Study

Asset Management Consulting for a US-Based Insurance Company

Client

The client is a leading American insurance provider and engages in provisioning financial protection services. It operates in the US and Japanese markets, offering insurance products for life coverage, death benefits, and cash surrender values, along with voluntary supplemental insurance products that supplements major medical or primary insurance coverage. The client has a user base of ~10,000.

Challenges

- Lack of visibility into license deployment, utilization, and traces across the landscape
- Siloed purchases
- Poor control on server side and XaaS assets
- ITAM function with significant manual workload
- Lack of organization-wide asset utilization insights including that for XaaS assets
- Lack of audit-readiness across IT ecosystem resulting in unknown risk exposure
- Publishers in scope: Adobe, Microsoft, and Oracle

LTIMindtree Solution

- Assessment of the policy, process, tools, interfaces, integrations, ITAM function structure, and skills availability.
- Creation of transformation/maturity roadmap based on LTIMindtree's Value Prioritization Model, providing recommendations with a clear action plan.
- ITAM policy and process design and documentation along with related job aids.
- Deployment and utilization data through proprietary scripts, customer's SCCM, AD and Antivirus tool, and cluster information from virtualization tools (covering assets across multiple suppliers).
- Entitlement data through POs and publisher portal.

That Delivered:

- Centralized ITAM function with full authority and accountability for entire IT estate
- Operationalization of an exhaustive ITAM policy, process, and related job aids
- Visibility of license status through effective license position, entitlement, and related data for in-scope, besides the asset register
- Visibility of license exposure risk, with clearly defined action plan to mitigate the risk exposure and drive cost savings
- Pointed information on license traces and defined actions to eliminate non-compliance
- Cost optimization measures

Business Benefits



Savings and Reduced Risk Exposure

Savings of USD24.3 million out of license non-compliance risk exposure of USD28.2 million by cost optimization and avoidance measures.



Improved Operational Efficacy

by ~20%, productivity by ~25% and TCO/TCC by ~18%.



ITAM Function Maturity Improvement

from 2.1 to 4.2 within a year.

CFS Service Offerings

Digital ITAM4 →

- ITAM Assessment
- Contract Assessment and Cost Optimization
- Policy and Process Consulting

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