LTIMindtree

Case Study

Built a Robust & Comprehensive IT Software Asset Management Process with SAM Pro

Client

A global professional services network that provides audit, tax, and advisory services to clients in over 140 countries. The firm is known for its thought leadership in cybersecurity and sustainability, and its commitment to quality & client service.

Challenges

Lack of a centralized platform to track software assets aggravated operational inefficiencies.

Without effective discovery for software, apps on data centers, and end-user devices, an accurate representation of their environment was missing.

Unstandardized flow for handling software requests through a single application channel increased software and cloud expenditure.

Significant operational overheads were incurred due to the lack of a single records system for software contracts, licenses, and entitlements.

LTIMindtree Solution

To overcome these challenges, LTIMindtree recommended and leveraged the out-of-the-box ServiceNow Software Asset Management Professional (SAM Pro) Asset Center and our hero offering, Configuration Management Database (CMDB).

Streamlined the asset management process and improved data quality.

Enhanced out-of-the-box adoption across the entire SAM Pro lifecycle.

Business Benefits

75% improvement in the visibility of software assets ensured easier software asset management & lifecycle maintenance.

Timely identification and optimization of the inactive user licenses saved significant costs.

15% reduction in software spend by the customer.

Let's get to the future, faster. Together.

LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700+ clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by more than 85,000 talented and entrepreneurial professionals across 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit **www.ltimindtree.com.**