

SUCCESS STORY

Largest Insurance Company Accelerates ROI and Optimizes Spend with Superior Software Asset Management



OVERVIEW

Tech Mahindra's Software Asset Management (SAM) strategy streamlines software usage, compiling a centralized repository of software assets, and identifying existing licensing compliance risks. In just a year, our approach helped one of the world's largest multinational insurance company optimize overall software expenditure by 9.7%.

CLIENT BACKGROUND AND CHALLENGE

Our client operates across Europe and the Middle East, and provides personal and commercial insurance along with brokerage services worldwide. The business mainly relies on software systems that enable high quality customer service. However, they had a decentralized software procurement model. Each business unit controlled its own software purchasing which resulted in soaring software costs and shrinking IT budgets. Multiple stakeholders were involved in the purchase, installation, deployment, maintenance, and disposal of software. Lack of software standards, software governance policies, and SAM processes led to operational

inefficiencies.

The client wanted to gauge insight into software usage and reduce overall software expenditure. They wanted to centralize all software procurement and gain control of all software assets. The client reached out to Tech Mahindra to collaborate and develop a full-fledged SAM strategy to maximize ROI from software investment that would streamline software usage, compile a centralized repository of software assets, and identify existing licensing compliance risks.

OUR APPROACH AND SOLUTION

Tech Mahindra's consultants analyzed the existing SAM process, reviewed contracts, performed end-to-end assessment, applied best practices, and developed a distinct methodology to establish a comprehensive SAM program.

Our three-step approach comprised:

Phase 1: Assess

- Identifying critical stakeholders within the organization and scheduled one-on-one discussions to understand business-critical software licensing conditions and organization technology transformation initiative
- Performing effective licensing position (ELP) to understand software which are over/underutilized. Flagged software which were highly exposed to third party audits

Phase 2: Analyze

- Analyzing and identifying gaps in SAM process, AMC management, discovery tool configuration and integration
- Decentralizing procurement system of business units purchasing software on their own using department budgets
- Identifying bottlenecks pertaining to asset retirement

Phase 3: Recommendation

- Process reengineering to manage software installation, uninstallation, and reclamation
- Setting up procurement hub to centralize software purchases
- Reconfiguration of discovery tool and enabling API integration with SCCM and AD. Extended discovery tools on SaaS products to manage software deployed in a cloud environment

BUSINESS IMPACT



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