

# SAM Capability Assessment

## Benchmarking SAM Systems and Work Practices

### Software Asset Management — Benchmark for Improved Performance and Value

#### Evaluate Your SAM Systems and Processes

Software Asset Management (SAM) systems and work practices range in effectiveness from the rudimentary and immature to those that embody industry best practices. A formal benchmarking process can help you better understand your current SAM position and identify areas for improvement.

#### Improve SAM Capability and Effectiveness

The SAM Capability Assessment is a light-weight process that analyzes and reports on the maturity of your current software asset management systems and work practices.



The assessment compares your use of SAM systems and tools with industry best practices. As part of this benchmarking process, an experienced consultant ensures that your SAM work practices are aligned with your business needs and goals.

#### The SAM Capability Assessment:

- Evaluates the current maturity level of your SAM systems and work practices
- Ensures that your SAM systems and work practices are aligned with your business needs and goals
- Provides a roadmap and recommends specific steps for SAM capability improvement
- Identifies potential areas of additional cost savings through improvements in work practices and tools.

SAM process and capability maturity comes from a series of improvements made over time. Our consultant may recommend staged sets of changes and upgrades to your existing SAM systems and work practices.



### What We Do and What You Get

The SAM Capability Assessment employs a best practice methodology. Expert ManageSoft consultants conduct interviews with your key personnel to identify business goals, analyze your current SAM practices, and assess your current infrastructure, systems, and workflows.

#### Our consulting team:

- Reviews the current state of your SAM systems and work practices, and identifies SAM capability gaps
- Captures the requirements for implementing SAM systems that meet your business directions and goals
- Formulates a SAM capability improvement strategy that incorporates any applicable regulatory and legal issues, and any other specific areas that could impact that strategy
- Maps key business objectives to proposed SAM systems capability improvements
- Analyzes the business risks associated with any SAM capability gaps, and identifies the potential benefits of resolving these gaps
- Delivers benchmark findings and recommendations on how to increase the maturity level of your SAM systems and work practices.

### Capability Assessment Workshop

Once the interviews have been completed and preliminary analyses made, our expert consultants conduct a Capability Assessment workshop with key personnel to facilitate consensus on the strengths and weaknesses of your current SAM and procurement systems and work practices. The workshop helps develop a basis for an improved approach to managing software assets.

During the workshop, the effectiveness of your current processes in mitigating risk and increasing efficiency of operations is evaluated. Workshop participants are guided to identify how effective systems and practices can be maintained and better supported. Your organizational knowledge is leveraged to lead you towards a “best practices” approach and a benchmarked solution, all the while minimizing the need for change.

Our consultants evaluate the systems and work practices identified during the workshop for their capacity to support the entire SAM process. Some specific areas of evaluation include:

- Software definition and planning for future requirements
- Processes to integrate procurement and license management
- Software build and deployment integrity
- Software maintenance monitoring
- Managing media and proof of license
- Hardware and software retirement
- Position reporting and incorporation within governance processes
- Management of expenditure and reporting
- Agreement and contract requirements monitoring and management.

## ManageSoft Expertise

For more than 15 years, the team at ManageSoft has been at the forefront of software deployment and software asset management best practices. Our professional services consultants are SAM and ITIL certified with broad experience that enables them to quickly reach an understanding of your business issues and imperatives. In partnership with you, they apply proven methodologies to deliver best practice SAM processes tailored to your specific organizational requirements.

## About ManageSoft Consulting Services

ManageSoft Consulting Services help you implement compliance and software deployment solutions to gain control of the software assets distributed throughout your enterprise and effectively manage those assets. A combination of packaged and customized services ensures that your investment in SAM rapidly delivers real business value.

## Deliverables

The interviews and workshop will give a clearer understanding of your organization's current SAM systems and work practices strategy.

ManageSoft consultants complete an analysis, and report on identified areas of weakness and recommend potential improvements. The report includes a Capability Priority Analysis, which assesses and weights the level of importance for systems and work practices requiring further development.

The SAM Capability Assessment Report includes:

- Assessment survey and results
- Interview and workshop notes
- Capability maturity scores measured against key ISO processes
- Capability priority analysis (weaknesses and recommendations)
- Executive summary.

## Timeline and Milestones

The SAM Capability Assessment typically takes three days. Here is a representative timeline for the service:

- **Day 1:** Interviews, survey results
- **Day 1:** Capability maturity scores
- **Day 2:** Workshop and analysis
- **Day 3:** SAM Capability Assessment Report.

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