V-SOFT DIGITAL®

Saving Millions on Software Licenses with ServiceNow ITAM

Company

A national internet service provider.

Challenge

The company struggled to keep track of its software and hardware assets and believed they were wasting money on software licenses. The company was not integrating data sources and there were no communication protocols between teams to access appropriate data. The company's software installation workflow was heavily manual, and the tracking process was prone to error.

Solution

V-Soft Digital used Orchestration and tracked hardware and software licenses using ServiceNow Asset Management. The team provisioned and installed software from the company's System Center Configuration Manager (SCCM) automatically through a service catalog request. The solution also audited, tracked and managed software licenses during onboarding and offboarding.

Result

The IT Asset Management project discovered 15% of retired hardware assets were still maintaining contracts. By eliminating these contracts, the company saved thousands of dollars. The project also discovered 18% of software licenses were overprovisioned. By integrating with catalog management, those licenses were eliminated, saving millions of dollars.

Saved on software costs
$ Millions

Saved on hardware costs
$ Thousands

TECHNOLOGY APPLIED

ServiceNow

- IT Operations Management
- Software Asset Management
- Hardware Asset Management
- Orchestration

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