SCC - Software SMART Buy

Software is complicated - beSMART.
Procurement - The Lifecycle Challenge

Software procurement and management can be complicated and expensive; digital transformation is compounding this with 30% of businesses having begun their journey and 62% planning to start in the next 18 months. Research shows that software absorbs the largest proportion of an IT budget, at an average of over 20%. So, it seems a rational place for CIOs, CFOs and IT Directors to look to ease the tension between reducing IT spend and increasing business efficiency.

The onus is firmly on license holders to comply with the terms of their licenses, which is not always easy, because of the complexity of the software estate in most businesses, resulting from the different commercial terms and prices of multiple vendors. There are myriad other circumstances that can add to this complexity over time, such as business mergers and divestments or moving to cloud-based services and virtual environments, which have different licensing terms and conditions so there is a need to keep track of the differences in order to remain compliant.

It’s easy to see how an organisation can get into difficulties and find itself non-compliant with the terms of its various license agreements and therefore, open to sizeable financial penalties and reputational risk with the average penalty for non-compliance in excess of £7million.

Software vendors have the right to audit their customers at any time and a company’s inability to fully centralise and control its software purchases often makes this a lucrative exercise for the vendor. Audits are on the increase and the cost of rectifying discrepancies can run into millions. We work in close partnership with you and your software vendors to ensure you are compliant. While companies have the will to be compliant they may not have the capacity or expertise to put an effective plan in place to deal with an audit.

So how can you make sense of it all and take control?
Choosing the Right Partner

SCC is here to help. We provide intelligent sourcing and expert support on all strategic and operational aspects of software procurement.

Whether negotiating the most favourable price and terms, managing your software renewals to keep your estate optimized and compliant or putting policies in place for best practice procurement, our Advisory Services are tailored to suit your needs and priorities.

SCC helps you understand your software estate and licensing risk – achieving transparency, cost predictability and control. We enable you to pre-empt nasty surprises and save you money across all your business software assets.

With SCC on your team, you can get on with the business of running your organisation. We become part of your team - so you can make full use of our deep knowledge and experience to make sure your software procurement policies are really right for your business.

Our relationships with an extensive number of vendors means, you enjoy choice and truly independent advice.
With more than 100 years’ cumulative experience and exceptional market knowledge, our software team is instrumental in making sure our customers have access to the most advantageous deals.

With continual investment we are constantly working to increase speciality help for our customers, providing superior results and facilitating their drive for competitive advantage.

<table>
<thead>
<tr>
<th>Software Services by SCC</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>7000+</strong> software transactions (per year)</td>
</tr>
<tr>
<td><strong>200+</strong> software accreditations and competencies</td>
</tr>
<tr>
<td><strong>30,000+</strong> managed licensing transactions (per annum)</td>
</tr>
<tr>
<td><strong>1 million</strong> pieces of software managed/sold (2017)</td>
</tr>
<tr>
<td><strong>700+</strong> unique customers in our portfolio</td>
</tr>
<tr>
<td><strong>600+</strong> unique vendors in our portfolio</td>
</tr>
<tr>
<td><strong>Highly</strong> experienced in large scale projects</td>
</tr>
</tbody>
</table>
Simplify your Software Obligation

Our beSMART service is designed to help you streamline your software procurement process, giving you clear control of your software estate and future-proofing your organisation against compliance risks in the event of a vendor audit.

Mitigate risk and reduce cost

SCC will help you identify areas that can be rationalised within your software and vendor portfolio, addressing concerns about your level of compliance or security related risks and the associated reputational damage. SCC’s Software Smart Buy comprises three modular services that can be taken collectively or independently:

- **BuySMART** reduces software sourcing and running costs in your business
- **RenewSMART** helps you achieve optimum value from your software
- **ManageSMART** makes it easy to control and optimize future software renewals
In our experience companies invest around 80% of their software budgets in a very small proportion of the software required for their businesses; with the remaining 20% of the budget left to manage the other 100 or more vendors.

From understanding your current procurement position to your digital transformation requirements and ensuring future governance, Software Smart Buy reduces software sourcing and management costs within your business.

Using our specialist experience in procurement management we evaluate the technology and contracts in your business and assess whether they contain the right products and commercials to deliver what you need. Looking at areas which could impact you such as market trends, license metric changes and price rises, we help you to secure the right product, at the right time under the right terms.

BuySMART will help you drive out shelfware (procured and paid for but unused) and deliver holistic IT procurement solutions covering both IT and non-IT spend.

- Reduce costs and enhance commercials with SCC’s buying power and partnerships
- Predict annual spend by quarter
- Provide increased compliance, optimisation and control of rogue spending with comprehensive management reports
- Understand your current and proposed usage of software and plan next steps such as cloud services adoption
- Deliver enhanced and bespoke payment agreements that suit the CapEx or OpEx requirements of your business

Large UK Bank

The Issue:
A large bank recently wanted to make their IT operations significantly more efficient, so a comprehensive project was undertaken to review the breadth of the software applications in use across their estate.

The Solution:
In close collaboration with this customer, SCC was able to offer a systematized approach on core software applications, creation of catalogues to expedite the software request process.

The Result:
We helped our customer to achieve a dramatic reduction in the breadth of the deployed application estate, from 2,602 to 1,291, and a 22% reduction in IT support calls; yielding an annual saving of £22,000. We are currently reducing their software licensing obligations via rationalisation of software.
RenewSMART

Maintain compliance and manage renewals and vendor negotiation.

We make sure you have a centralised view of your entire software estate making it easy to control future renewals, anniversary or annuity renewals; with an alert system in place to avoid missing important deadlines. By looking at your current business strategy and structure, we can help you identify the best approach for your software renewals. We will identify software which is end of life, unsupported, not in use or due for decommission, saving you the cost of renewing it.

Our systemised process ensures you:

- Renew on time - avoiding reinstatement fees
- Maximise vendor commercials such as discount levels
- Optimise actual renewals to deliver cost efficiencies of up to 50%

We identify your current licensing

The Issue:
A global consumer credit agency tasked SCC with finding savings in their software spend.

The Solution:
After a review of some of their larger contracts, we identified duplication of spend on their back-up software. We ran an assessment of their back-up environment, looking into areas like deduplication and archiving. We assessed two technologies to offer guidance on which vendor we believed would best fit their environment. We then negotiated with their preferred vendor and moved them to a more cost effective agreement securing almost 20% extra savings.

The Result:
The success of this project enabled our customer to save in excess of £1m over three years.
Managing software from multiple vendors, all of whom have differing price structures, terms and policies is no mean feat. It’s a complex and time-intensive task which is further hindered by the fact that you have a business to run.

SCC’s ManageSMART service is designed to take away the pain of software management. Our in-depth experience means we will proactively assess your current position with vendor contracts and licenses; identifying issues, on an ongoing basis, which could be hampering business efficiency or pose a risk in case you are subject to a vendor audit. We help you to understand how you can achieve optimum value from your software with clear management reports and recommendations for improved efficiency and risk mitigation, as well as providing the right tools to monitor and track usage effectively.

A vendor audit can be a daunting event but with the right assistance you can manage it effectively and keep business disruption to a minimum. Our extensive experience means we can be as involved as you need us to be; from offering advice and guidance on information requests, to negotiating with vendors to get the best result for you. Our services have helped countless customers to successfully handle a vendor audit.

**PUTTING YOU IN CONTROL**
ManageSMART ensures you:

- Have governance and control over the use of software across your estate; both on-premises and in the cloud
- Are aware of all software related commercial, technical or operational risks across your business
- Drive value into your organisation from your investment in software through increased efficiencies
- Deliver meaningful management information to differing stakeholders
- Have the right ‘best practice’ processes and policies in place – keeping you in control
- Attain predictable spend on software through its lifecycle
- Can react effectively to a software vendor audit or other compelling events
- Ensure your tooling services are integrated and configured correctly and producing accurate and relevant reporting to key stakeholders
The People Behind the Technology

We make it our business to do what’s right for your business.

SCC’s solutions and services are built on impartiality, honesty and trust. Simply, we deliver what we promise. So, it’s little wonder that we are a trusted extension of our clients’ businesses year on year. We work with globally recognised organisations across a wide range of market sectors, providing numerous IT services from data centre services to software and managed services to networking and security. We believe in total dedication and customer focus to deliver profitable, innovative and robust solutions. We ensure that sustainable values are woven into all that we do. Our quality and commitment to service excellence is independently measured and accredited to the highest global standards.
About SCC

SCC enables people to do business by planning, supplying, integrating and managing IT for leading public and private sector businesses in the UK. We run the IT for companies that serve you every single day.

We partner with the biggest technology providers helping power the devices you use for work and leisure. In fact, we do a lot for British infrastructure: planes, trains and roads keep running with us.

We work in schools, colleges and universities, helping educate the next generation and across the NHS nursing people back to health. We’re even there at weekends as IT providers for the UK’s leading high street retailers.

Our continued success comes from our ability to develop lasting partnerships with our customers and partners. Including hardware, software, networking, IT Security, IT Support and Service Desk, Cloud Data Services, Managed Print Services and mobile devices.

We help companies and government organisations optimise their IT infrastructure to reduce cost and increase organisational agility.

People depend on our customers and our customers depend on us. Being ‘part of the team’ is key to success. Being a trusted partner ensures we deliver greater value.

People do business. We make IT work.