SAM Evolution on a Page

Our SAM Evolution offering provides a **complete suite of solutions** designed to ensure that customers derive maximum value and ROI from their investment in ServiceNow ITAM products

INCLUSIONS

ITAM Maturity Assessment	**Best Practice Review:** Evaluate current ITAM and CMDB practices against industry best standards. **Discovery Source Analysis :** Assess current inventory/discovery tools and provide report which details requirements to achieve 95% hardware and software inventory coverageCMDB **Current State Report:** Provide a comprehensive report on the current state of the CMDB and required remediation actions to ensure it is optimised for ITAM
Process/Solution Design	**ITAM Process Design:** Develop and document ITAM lifecycle processes, including inter-dependencies with other operational processes (ITSM, Risk Management, Procurement) **ITAM Governance:** Establish governance practices to ensure software asset data is of optimal quality **Solution Design:** Create design for the ITAM tool implementation. Includes discovery of hardware/ software inventories and required integrations (e.g. SaaS, usage data) **Determine in-scope software publishers:** Prioritise based on importance to the business and/or upcoming events **Story Documentation:** Craft stories and acceptance criteria to ensure optimal ITAM project outcomes
ITAM Data Analysis	**Review contracts for in-scope publishers** and determine license entitlements Review existing asset data and create plan for migration to SAM tool **Ingest and review SaaS usage** and SSO provider data to keep track of SaaS subscriptions and usage
Tool and Process Implementation	**Entitlements and Contracts:** Create software models/entitlement and contract records based for all in-scope publisher products **Expert Guidance:** Provide expert ITAM advice and guidance throughout the implementation. **License Position Reporting:** Produce license position reports for in-scope publishers, including compliant/non-compliant software and explain results and remediation actions **CMDB/Discovery Source Optimization**: Implement enhancements to ensure 95% IT environment coverage **Hardware/software request fulfillment:** Create workflows and catalogue items for employee requests and asset on/off boarding **Migrate existing ITAM** data from legacy point tools such as Flexera
Managed SAM Service	**Core:** Monthly license position reporting, recommendations for addressing non-compliant software licenses, market trends, tracking contract renewal and product EOL/EOS dates. **Optional**: contract right-sizing support, audit defence, software procurement advice.

BENEFITS

Gather and Normalise SAM Data
All SAM programmes must track the consumption and deployment of software assets through accurate CMDB data. Our experts know exactly how to ensure this data optimized for SAM to ensure data integrity required by major software publishers.

Enhanced Visibility
Gain a comprehensive view of your software licenses and entitlements, improving visibility across the organisation.

Improved Decision-Making
Access accurate and trustworthy IT asset data that supports informed decision-making and strategic planning.

Operational Efficiencies
Streamline IT operations by optimising workflows and automating repetitive tasks across the IT asset lifecycle, leading to increased productivity.

Accurate License Compliance Reporting
Our licensing experts perform a detailed comparison of consumption against license entitlements which provide details of license optimization opportunities such as contract optimisation and license consolidation.

Cost Reduction
Identify and eliminate redundant assets and licenses, reducing unnecessary expenditures at the time of software license and support contract renewal.

Risk Management
Enhance risk management by identifying vulnerabilities and associating vulnerabilities with IT assets and ensuring compliance with industry standards and regulations.

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