

Software Asset Management – PoV

Sequence of events - New customers

Use Case:
Shows customer the value of SAM Pro to inform business case or to re-invigorate SAM programmes of work.

1 Identify Instance – Innovatedge will work with customer to establish ServiceNow instance for Microsoft 365 PoV. This could be an existing Dev instance, or an Evaluation instance provided by ServiceNow.

ServiceNow Contract #: ARTASK0827444

SERVICENOW EVALUATION AGREEMENT


BY CLICKING THE "I AGREE" BUTTON YOU ACCEPT AND AGREE TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS SERVICENOW EVALUATION AGREEMENT ("AGREEMENT"). YOU REPRESENT THAT YOU HAVE READ AND UNDERSTAND ALL THE PROVISIONS OF THIS AGREEMENT.

IF YOU ARE ENTERING INTO THIS AGREEMENT ON BEHALF OF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THIS AGREEMENT, IN WHICH CASE THE TERMS "YOU" AND "YOUR" SHALL REFER TO SUCH ENTITY. YOU MUST NOT SELECT THE "I AGREE" BUTTON IF YOU DO NOT HAVE SUCH AUTHORITY OR YOU DO NOT WISH TO COMPLY WITH THESE TERMS AND CONDITIONS. THE "EFFECTIVE DATE" OF THIS AGREEMENT SHALL BE THE DATE THAT YOU CLICK "I AGREE" AND IS BETWEEN YOU AND EITHER SERVICENOW, INC. IF YOUR DOMICILE IS WITHIN THE USA, CANADA, OR MEXICO, OR SERVICENOW NEDERLAND B.V. IF YOUR DOMICILE IS WITHIN ANY OTHER COUNTRY ("SERVICENOW"). YOU AND SERVICENOW EACH SHALL BE REFERRED TO AS A "PARTY" AND COLLECTIVELY AS THE "PARTIES."

1. DEFINITIONS.

1.1 "Confidential Information" means: (a) your User Data (which is your Confidential Information); (b) Evaluation Technology (which is Confidential Information of ServiceNow); and (c) the Evaluation Technology URL address and any passwords for access to the

Example

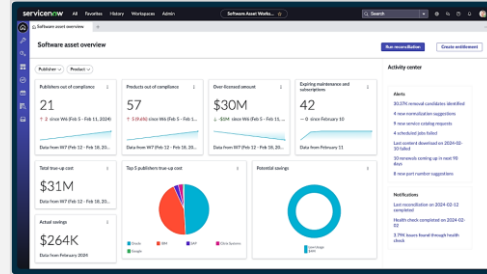


2 Instance Setup – Innovatedge team to set up instance with SAM Pro and SaaS License Mgmt. module.

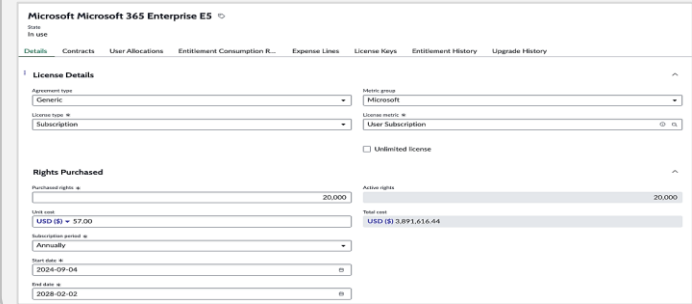
Optimize on meaningful usage by SaaS vendor

Samples:

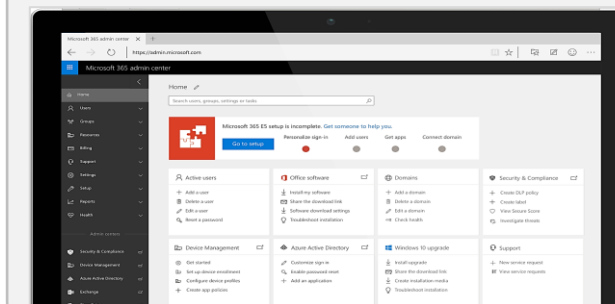
- Salesforce**: Last login date and time, automated reclamation workflow
- Box**: File activity across actions and preserving files before reclaiming users
- Zoom**: Last hosted meeting date across event logs, automated reclamation workflow downgrade to free license
- WebEx**: Last hosted meeting date across event logs, automated reclamation workflow can reclaim users
- DocuSign**: Last login date and current envelope consumption vs. projected use, and automated reclamation workflow
- G-Suite**: File activity across actions all G-suite such as create, reading, modifying etc., and preserving devspace files before reclaiming
- Jira Cloud**: Issue activities and audit log, reclamation workflow
- Dropbox**: File activity across logins & file operations, preserve files before reclaiming users



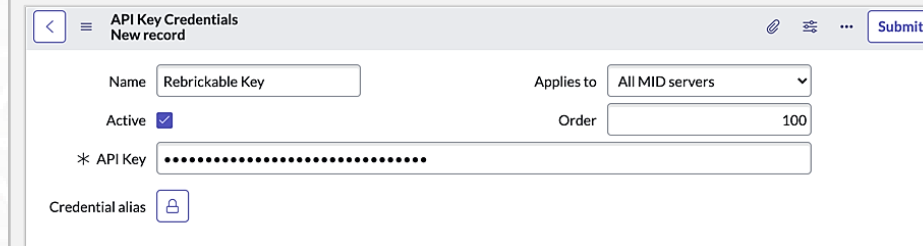
3 Entitlement Load – Innovatedge to load customer provided entitlement records for in-scope products:



4 Create API Permissions – Customer to enable API permissions in SaaS license system:



5 Account Credentials – Innovatedge enters account credentials for SaaS applications in new PoV instance.



6 Reporting and analysis – Innovatedge team to review and share analysis and dashboards of findings.

