

# Implementation Service

*Bringing Your SAM Practices to Maturity*

## Enterprise Compliance Manager™

### Reaping the Benefits

Do your Software Asset Management (SAM) practices meet your business needs? Implementing Enterprise Compliance Manager™ can ensure that they do. By taking a continuous improvement approach to SAM optimization, the Enterprise Compliance Manager Implementation Service helps you control your inventory, increase your compliance accountability, and improve asset and license allocation and recovery. Along the way, we uncover savings through process improvement, and help reduce your compliance risk.

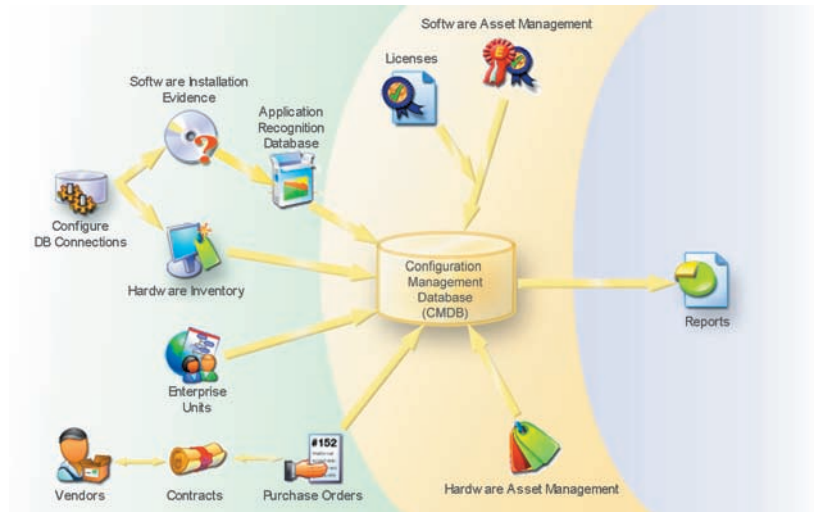
### Improve SAM Capabilities and Processes

An Enterprise Compliance Manager implementation provides a foundation for improving your SAM capability. It helps ensure that your SAM work practices are aligned with business needs and goals, and moves you forward to lock in SAM process improvements.



This implementation service:

- Assesses the current maturity level of your SAM systems and work practices, and identifies possible improvements
- Assembles all available SAM data in a central repository that is easily accessible by your SAM practitioners
- Lets you lock in additional cost savings from improved work practices, systems, and tools
- Provides a process for improving SAM knowledge and skills on your team
- Locks in the improvements, and trains your team in the improved systems and practices
- Empowers you to set new improvement goals, and continue the improvement process.



### What We Do and What You Get

Each Enterprise Compliance Manager implementation or upgrade is scoped to meet your SAM systems and work practices improvement goals. Expert ManageSoft consultants conduct interviews with your key personnel to identify business goals and analyze your current SAM systems and work practices, before working with you to document, design and implement new systems and work practices. Our consultants:

- Review and assess your current SAM systems and practices in preparation for Enterprise Compliance Manager implementation
- Conduct an implementation design workshop with your key SAM practitioners, procurement personnel, and IT administrators to set the scope for the remainder of the engagement
- Help you to gather all available licensing and procurement data, and ensure that you can load the data into an Enterprise Compliance Manager database
- Install, configure, and run an Enterprise Compliance Manager system in a “sandbox” environment, to refine the systems design and to clean the assembled software asset data
- Work with you to test and validate the implementation and initial data load in a pre-production test environment
- Provide expert support for your staff during the rollout of the new systems and improved processes
- Deliver training in the new or upgraded system to your SAM and IT Administrators.

### Sizing your implementation engagement

With ManageSoft Consulting Services, one size doesn't fit all. Each Enterprise Compliance Manager implementation or upgrade is scoped to meet your organization's needs. Use these three steps to get an

estimate for your Enterprise Compliance Manager Implementation project.

### Step 1: Assess Connector Requirements & Inventory Complexity

Use the following table to select the platform mix and the inventory complexity (or data connector requirements) for your enterprise.

Platform Mix	Complexity: Number of Connectors			
	1	2-3	4-5	5+
Windows desktops only	Low	Low	Medium	Custom
Windows desktops + Windows servers	Low	Medium	High	Quote
Windows desktops + servers, + Linux/UNIX	Medium	High	High	Required

### Step 2: Assess Organizational Complexity

Use the following table to select the scale of your enterprise and the complexity of your change management requirements.

Enterprise Scale	Complexity of Change Management		
	Low	Medium	High
Few sites and business units	Low	Medium	Medium
Many sites and business units	Medium	High	High
Large multi-national enterprise	High	High	High

### Step 3: Estimate Implementation Time

Select your values from the previous two tables in the following table. This provides an estimate of the number of days needed to complete your Enterprise Compliance Manager implementation.

Organizational Complexity (Table 2)	Platform/Inventory Complexity (Table 1)		
	Low	Medium	High
Low	10 days	15 days	20 days
Medium	15 days	20 days	30 days
High	25 days	35 days	40 days

### 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

Deliverables for this service include:

- Implementation design
- Sandbox implementation
- Pre-production implementation
- Initial data load report
- Production implementation
- Application Recognition Library (ARL) updated to recognize commercial applications installed on 20 or more computers
- On-site training notes and materials
- Completed checklist for handover to ManageSoft support

### Timeline and Milestones

The following is a representative timeline for a medium-complexity implementation:

- **Day 1:** SAM systems and practices assessment
- **Days 2-4:** Design workshop and design document preparation
- **Days 5-6:** Sandbox implementation
- **Days 6-7:** Data model confirmed (all connector issues resolved)
- **Days 8-10:** Test environment and initial data load
- **Days 11-13:** Production implementation
- **Days 14-15:** Client deployment (2 sites, 50 clients, 1 domain, 1 OS)
- **Days 16-18:** Onsite training
- **Days 19-20:** Production review.

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