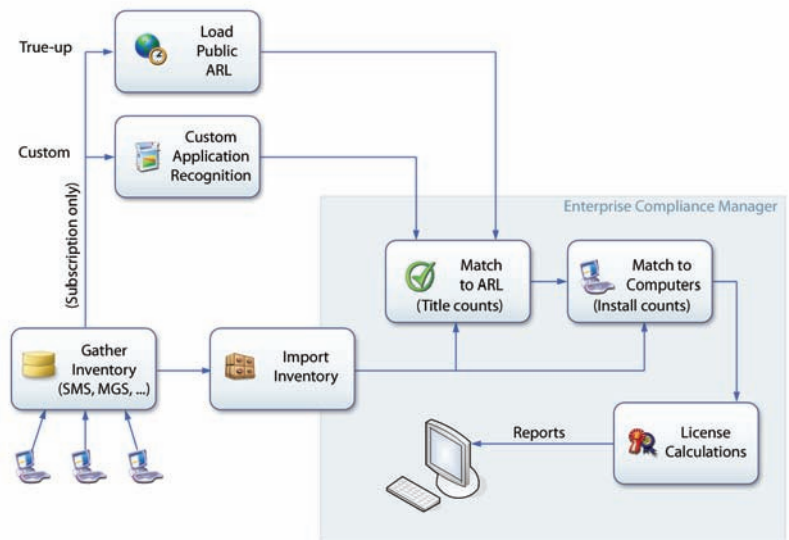


ARL Subscription

Recognize and Track All Critical Applications

“A 1,000 PC organisation with a core software build of just 40 applications can discover over 500,000 different executable files. Poor software recognition will render any SAM initiative impotent as the number of unidentified files becomes unmanageable.”

– Tool Requirements, Planet SAM
http://www.planetsam.com/sam-end-user/sam-tool/22100_requirements.php



Solve Application Recognition

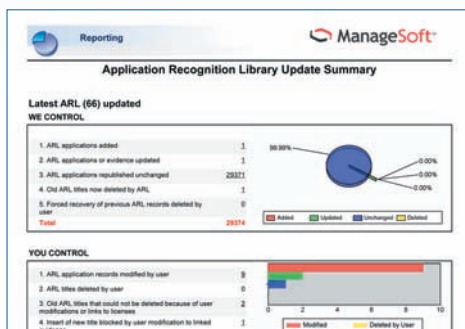
Business Value Cornerstone

The Application Recognition Library (ARL) is the foundation of both license compliance calculations and application usage tracking in Enterprise Compliance Manager. It allows you to go beyond compliance management to license optimization, harvesting unused licenses for reallocation and renegotiating license contracts.

Tallying Your Applications

The ARL contains rules and application titles for tens of thousands of standard applications. Enterprise Compliance Manager™ uses the ARL to convert the raw evidence from computer software inventories into usable lists of licensable applications.

Updates to the ARL are made available regularly through the ManageSoft website, and normally downloaded automatically by a scheduled task. Updates include support for new applications and incorporate customer contributions and feedback.



Special ARL reports let you drill down to each application and its associated evidence to review any update.

What We Do and What You Get

The Application Recognition Subscription service provides two benefits. The first is a **Recognition Guarantee**, which allows you to call on ManageSoft consultants to perform as-needed application recognition true-ups. The second benefit is a **Custom Application Recognition** service that ensures that applications developed in-house can be recognized and tracked.

Both of these services are delivered by making additions and adjustments to your Application Recognition Library.

Recognition Guarantee

This service provides the following:

- An "installation threshold"—installation on 20 computers or more, enterprise wide—determines the applications that are important to your enterprise
- Commercial applications that fall above the installation threshold are guaranteed to be recognized. Recognizing these applications with high installation counts typically accounts for 97% of all software installations through your enterprise.
- If recognition falls below the guaranteed minimum, you are entitled to have ManageSoft consultants work with you to perform a “true-up” against your installer evidence.

Additionally, ManageSoft consultants will work with you to perform four scheduled application recognition true-ups per year.

Application recognition true-ups require access to your original installation evidence, such as the software inventory in your SMS or ManageSoft Deployment Manager database. ManageSoft will provide you with an extraction tool that uploads only application evidence, leaving user data and other sensitive information untouched.

Custom Application Recognition

Besides the standard applications recognized by the ManageSoft ARL, you may have other kinds of software that you want to recognize:

- Proprietary applications custom-developed for your business
- High-value commercial applications installed in very low numbers within your enterprise
- Commercial applications for which the standard installers are recognized by the ManageSoft ARL, but which you have repackaged for internal distribution.



ManageSoft consultants can create custom application titles to associate with your file or installation evidence for all these types of applications. All custom recognition rules and data are maintained in a private, independent rule set that only you have permission to access.

This custom recognition service ensures that you get the highest possible recognition rates, by combining rules from regularly-updated public data with evidence that has been “mined” from your own enterprise. The confidentiality of your business processes and software asset IP are protected, without restricting your access to the rapidly-growing body of publicly available application recognition data.

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

Recognition Guarantee

Deliverables for the Recognition Guarantee include:

- As-needed restoration of application recognition rates
- Two scheduled application recognition true-ups per year.

Custom Application Recognition

Deliverables for the Custom Application Recognition Library service include:

- Application evidence report
- Custom Application Recognition Library
- Application installation report with install counts for proprietary applications.

Timeline and Milestones

The following is an representative timeline for an initial Custom Application Recognition service:

- **Days 1-2:** Identify and gather evidence for proprietary and low install-count applications
- **Day 2:** Create custom ARL
- **Day 3:** Test in production and complete application recognition report.

North America Headquarters

Email: sales-na@managesoft.com
Phone: (800) 441-4330

European Headquarters (EMEA)

Email: sales-eu@managesoft.com
Phone: +49 89 242084-0

United Kingdom

Email: sales-uk@managesoft.com
Phone: +44 1628 509065

Asia/Pacific Headquarters

Email: sales-ap@managesoft.com
Phone: +61 3 9895 2000

