



Software Asset Management and License Metering

IT Risk Advisory Services



Are you certain that your organisation's software asset inventory is accurate and up-to-date? Do you have a true picture of to what extent your enterprise capitalises on its software and exactly how much it pays in licensing fees? Software asset management has an impact on the whole course of your business, helps you decrease your organisation's IT expenditures, mitigates possible legal risks connected to software usage and increases the efficiency of both your IT department and your employees.

Do the following issues sound familiar to you?

- Reviews and measurements regarding the capitalisation of your software assets are non-existent, thus you lack the knowledge of whether license fees and the operational costs of your software are in accordance with their utilisation and the value they create.
- There is no unified communication and control mechanism among the IT, procurement, law and other departments, so it is difficult to compare available licenses with deployed and utilised software assets.
- Decentralisation and organisational changes make software usage and fair charging more complicated.
- Your organisation is challenged by information technology changes such as virtualisation or the implementation of a cloud technology.
- Your company is facing changes such as the implementation of configuration management or change management processes.

How can we help?

Software asset management (SAM) is a crucial element towards the implementation of a modern IT environment, as effectiveness is highly jeopardised if an organisation does not know what software

assets it possesses, where they are deployed, how they are configured and who uses them. In addition, the usage of new technologies (e.g. virtualisations, open source software) creates new challenges for software asset management.

KPMG has contributed to the elaboration of a model which is in line with the ISO/IEC 19770-1 standard, provides a good framework and is an instrument for evaluating the maturity level of software asset management processes, regulations and tools. Via its utilisation organisations are able to face the challenges of optimisation, server consolidation, virtualisation, configuration management, information security and business continuity more efficiently.

The steps that follow describe how KPMG can assist your enterprise in establishing efficient software asset management.

- **Design of the SAM control environment**
Software asset management needs an extensive and well-regulated control environment, which facilitates that its operations are efficient and able to be monitored. It is important that SAM be linked to general enterprise governance and IT governance processes on a strategic level, and also to relevant IT processes (e.g. configuration management, change management, IT operations) on an operative level. Thus it is helpful to implement SAM as part of a broader framework (e.g. ITIL).





- **Planning, implementing, reviewing and continuous improvement of SAM**

During the design and operation of software asset management it is expedient to use the same “Plan-Do-Check-Act” (PDCA) model, which is successfully applied by many organisations in relation to quality management systems. The main point of the PDCA approach is that the careful design and execution must be followed by a review of the implemented processes and of the results and improvement measures.

- **Software registration and inventory**

There need to be dedicated individuals who are responsible for the task of keeping accurate and up-to-date records of software assets through documented and monitored processes in order to maintain the confidentiality and integrity of stored data. To keep record of licenses and software assets, it is practical to also implement a software which is able to execute automated assessment processes. At the same time it is expedient to link software registration and hardware registration, as information coming from the latter (e.g. hardware type, platform, environment, processor type and ID) are essential in deciding whether the licensing is appropriate.

- **Management of other software-related operative tasks**

- Management of supplier and client relations
- Financial management of software

- Security management of software

- Linking SAM to IT development processes and IT operations

- **End of a software lifecycle – retirement**

For every software programme the time comes when it ultimately has to be replaced or its usage is simply stopped, because it is incapable of supporting business operations efficiently, cost-effectively or at the required level of security. To be able to receive the maximum benefit from the replacement and retirement of such software, attention must be paid to the expiry of licence and support agreements, withdrawal from records and stopping the payment of fees, activities which again lay emphasis on active communication between IT and finance, but also with purchasing.

What advantages do we bring?

- We have broad experience at the national and international levels and we are familiar with the needs of the Hungarian public sector.
- We are independent from suppliers and assets, which ensures that our suggestions are unbiased, and we choose the solutions that best serve your goals.
- Our approach helps to ensure that the usage of internal resources is kept low and facilitates gaining the support of management.

If our service offering has aroused your interest, you can contact us for further details via the following contact information.

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