HMS

Solution Provider Prepares for First License Reconciliation, Maintains IT Productivity

Customer: Healthcare Management Systems
Website: www.hmstn.com
Customer Size: 500 employees
Country or Region: United States
Industry: Independent Software Vendor - Healthcare
Partner: SoftwareONE
Partner Website: www.softwareone.com

Customer Profile:
Nashville, Tennessee–based Healthcare Management Systems (HMS) develops, sells, and supports information technology solutions for community hospitals and specialty healthcare facilities.

Software and Services:
Services
   -SAM
   -SAM Assist
   -Microsoft Volume Licensing

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> "With the [Software Asset Management] Assist, I feel confident that we went into the True-Up license reconciliation process with accurate information."

> - IT Manager, Healthcare Management Systems

Approaching its first True-Up license reconciliation, Healthcare Management Systems (HMS) needed an efficient way to obtain accurate asset information. HMS worked with SoftwareONE to gather inventory data and compare it with licensing data from Microsoft. Upon completion of the Software Asset Management (SAM) Assist, HMS chose to build on the beneficial experience and maintain control of assets by subscribing to SAM as a service from SoftwareONE.

Business Needs

For more than 25 years, Healthcare Management Systems (HMS) customers have been using the company's information technology solutions to enhance healthcare and deliver value. Today, nearly 700 care facilities use HMS IT solutions to improve clinical and financial processes.

The company has a complex IT infrastructure that includes physical computers in development and production environments, virtual machines, and remote computers. HMS manages a total of 600 computers, including servers and employee desktops and laptops.

HMS acquired most of its software through a large account reseller. However, to track its software assets, the company relied on a manually updated asset database. This concerned the IT Manager at HMS. "With the manual system, there was no way to effectively monitor what licenses we had or when they were purchased," he explains. "Being manual, the process was riddled with inconsistencies like incorrect and outdated information."

Many HMS employees required administrator rights on their computers. Unfortunately, this limited the IT team's control of who was able to install software. As a result, individual employees occasionally would install software on their work computers without informing the IT team. Says the IT Manager, "When we conducted individual computer inventories, we would discover software that we didn't know about." The IT team would then need to update the asset database and, at times, issue a purchase request to maintain license compliance.

software ONE®
The Software Licensing Experts™

Microsoft

HMS developed a relationship with SoftwareONE, a member of the Microsoft Partner Network with Software Asset Management (SAM) competency, during a previous software implementation project with complex licensing implications. HMS was impressed with SoftwareONE and began to purchase its Microsoft licenses solely from this licensing expert.

SoftwareONE convinced HMS of the benefits of signing a Microsoft Enterprise Agreement, part of the Microsoft Volume Licensing program. The healthcare solution provider signed the agreement in September 2009, resulting in its first annual license reconciliation—called a True-Up—due on September 2010. As the True-Up approached, HMS realized that it needed a more effective method to inventory and reconcile software licenses within the company.

Solution

SoftwareONE described its software asset management services and offered assistance in preparing for the True-Up license reconciliation. HMS agreed to participate in a SAM Assist for True-Up with SoftwareONE to determine a baseline inventory of software.

SoftwareONE deployed an inventory tool within the HMS IT environment and within two weeks all of the company's computers had connected to the network and were inventoried. When a computer accessed the HMS network, the SAM application deployed in the background and inventoried software while causing no disruption to the user. Once HMS was confident that every computer had been inventoried, SoftwareONE prepared and presented a report to HMS that reconciled the installed software products with the company's Microsoft License Statement.

After completing the SAM Assist license reconciliation, SoftwareONE informed HMS of its ongoing license management service called SAM Manager, in which all of the licensing information for HMS is stored in an online portal and updated regularly based on the company's licensing purchases. HMS accepted the opportunity to effectively manage company assets through an automated tool rather than return to the manual process. "This service is going to pay dividends from year to year to year," says the IT Manager at HMS. "With Microsoft, it will help us complete the True-Up easily and correctly. And now we can go back and review all of our other software as well."

Benefits

HMS has enjoyed a number of benefits from the SAM Assist for True-Up, as well as from the decision to subscribe to SAM as a service from SoftwareONE. These benefits include:

Enhanced confidence in inventory results. The opportunity for human errors in tracking and reconciling the company's assets has been significantly reduced. "With the SAM Assist, I feel confident that we went into the True-Up license reconciliation process with accurate information," says the HMS IT Manager. Further, with the ongoing asset management service, the decisions that the IT team continues to make are based on accurate data, helping the team make smarter decisions.

Efficient use of employee time. The IT Manager estimates that it would have taken at least two months for him and another engineer to manually collect data and reconcile the company's licensing, with no guarantee of accuracy. "If I had needed to pull an IT professional away from other work to prepare for this True-Up, other departments would have suffered and customer service would have suffered," says the IT Manager. "We avoided a lot of 'soft' costs that are not readily quantifiable."

Heightened control of software assets. HMS is using SAM Manager to manage all of its software assets effectively. The service is not just for Microsoft software but for all software vendors, to see if any unauthorized software is installed. Further, the portal helps confirm that the correct versions of software are installed. The IT team can now oversee software assets at any time through the member portal, without spending a lot of time.