

Customer reference: Software Asset Management

IT Services of the City of Winterthur (IDW)

Start Point SAM: How software procurement is moved to a portal

Stadt Winterthur 

Country:
Switzerland

Sector:
Public Administration

Employees:
4800

Project duration
7 months

Software and services used
• Microsoft SAM

IT Services (IDW) are the IT competence centre of the city administration of Winterthur. They provide IT and telecommunications services and are responsible for the entire infrastructure of all 60 areas as well as all departments and operations of the city administration.

"With the findings from the SAM project, we were able to significantly improve software procurement and distribution."

Markus Wassmer,
Manager Communication & eWorkplace

Starting situation

In the administration of the city of Winterthur, the procurement of Microsoft solutions was scattered and sales were insufficiently documented. In addition, there was no central software management in IT. Therefore, the IT team did not have an optimal overview of the stock and demand of Microsoft licenses.

Solution

The city of Winterthur IT Services hired the Microsoft Partner SoftwareONE to take stock of the inventory and to compare this to the existing licences. Thanks to the joint consulting by Microsoft and SoftwareONE, all gaps were able to be closed and the processes dealing with software procurement were optimised.

Improvements

With the exact knowledge of the licence situation, the city of Winterthur IT Services was able to make an optimised enterprise agreement. Also, it was decided to introduce a separate SAM tool and to standardise purchasing with a portal in order to keep the processes compliant.

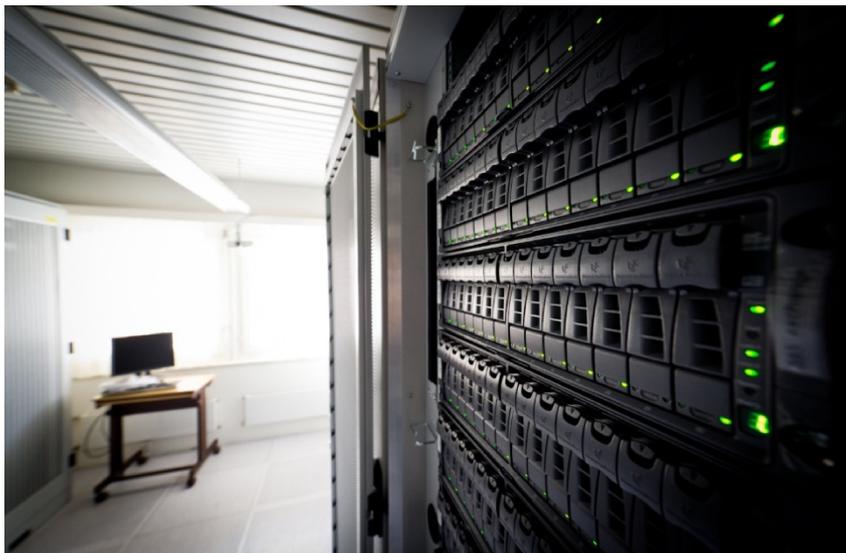
The administration of a city is based on many offices, which often act independently of each other. Therefore, many public authorities are also able to order the programs for their users themselves - and often there are many different ways that the order is carried out. This was also the case with the Winterthur city administration. "The secretary's office, various positions up to the technicians - they can all buy Microsoft applications independently for their users and each buyer so far followed a separate process," reports Markus Wassmer, Manager Communication & eWorkplace of the city of Winterthur IT Services. Documentation of the purchases suffered under it. The data was filed in different systems, some in Excel lists, some in Access databases and some also entered multiple times. "The IT team then packaged the purchased solutions and installed them on the respective clients," explains Wassmer. Since the installed versions were monitored using a manual process, mistakes and misunderstandings could not be avoided. In addition, neither a SAM tool nor a Configuration Management Database (CMDB) was available.

Mr Wassmer has worked for the city of Winterthur Information since the beginning of 2014 and is responsible for around 3000 clients as well as the communication infrastructure like LAN and WiFi. By means of random sampling, he checked the Microsoft licenses and came across around 600 mobile clients who had installed an incorrectly licensed operating system. That was the stimulus to thoroughly clarify the situation for himself. The city of Winterthur IT Services hired SoftwareONE, their long term supporter in licence sales, to check the licensing status and therefore a software asset management project was started in May 2014. In the first step, SoftwareONE installed a scanning tool in order to collect the technical data of all clients and servers. Before the installation of the scanning tool, it was clarified exactly how the scan takes place because clients of public administration also have sensitive data from the police and tax authorities. "In addition, using random samples, we monitored which data the scan recorded and also deployed our client technicians in delicate areas to monitor the processes," reports Wassmer.

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Negotiating better with well-founded knowledge

"Afterwards, the project team consolidated all acquired licences and with them the existing Use Rights of the city of Winterthur and prepared them with necessary parameters for the compliance," explains Drazen Vukadin from SoftwareONE AG. "To be certain, we obtained another licence extract from Microsoft." Then the inventory and utilised software licences were compared. The overview showed in detail which product versions are over or under licensed. Together with the team from Microsoft and SoftwareONE, all gaps have now been discussed and closed. "Nobody is a specialist in this field, because the licensing of company solutions is complex," adds Wassmer. "But, today we are at a point where we can sleep well." The exact knowledge of the licence situation has already helped city of Winterthur IT Services in the negotiations for the new Enterprise Agreement that was finalised in spring 2015 for another three years. "We have added several programs and selected an alternative option for other solutions," according to Wassmer.



The city of Winterthur IT Services operates an IT environment with around 3000 clients and 600 physical and virtual servers.

With portals along the way to standardisation During the project, many participants recognised how important well thought out licence management is. It is planned to optimise the processes from purchasing to withdrawing the software and introduce a SAM tool that records the programs of all manufacturers that the city uses. Moreover, IT wanted to effectively improve the procurement of software with the findings from this project. It decided to set-up a Web shop where the departments could procure their solutions themselves. "The Web shop is in the beta phase; the first customers are already using it," reports Wassmer. Now they no longer have to worry about the documentation. There is now only one purchasing process - and it is compliance conforming. IT wants to expand this self-service principle. It is already designing a further portal where employees with respective permission can order (for example new clients or VPN access). With this, the SAM project at the city of Winterthur became the starting point to promote the standardisation of the IT infrastructure. "The project pointed out many areas to us that need attention", adds Wassmer. "We will master them in order to maintain a healthy IT infrastructure."

Additional references can be found at: www.microsoft.ch/casestudies



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Short description of SoftwareONE AG

SoftwareONE specialises in being a licensing expert in software portfolio management (SPM). SPM is a method of viewing the IT landscape and investments holistically - from compliance, continuing with technology, up to purchasing. The company has more than 2,700 employees worldwide, of whom 150 are in Switzerland.