



Fast Facts

Customer: Orange Personal Communications Services
Web site: www.orange.co.uk
Number of Employees: 14,000
Partner: Monactive
Country: United Kingdom
Industry: Telecommunications

Customer Profile

In the UK, Orange Personal Communications Services (PCS) provides high quality GSM coverage to 99% of the UK population, and offers roaming to pay monthly customers on 393 networks in 156 countries and to pay as you go customers on 131 networks in 67 countries. At the end of December 2005, Orange PCS had over 14.9 million active UK customers. Across the world, Orange PCS has 71 million customers.

Products, Services and Technologies

- Microsoft® SQL Server™ 2000
- Microsoft .NET Framework
- Microsoft Office Excel® 2003
- Microsoft Systems Management Server (SMS) version 2.0

For more information about other Microsoft customer successes, please visit:

www.microsoft.com/resources/casestudies

Software Asset Management Cuts Licensing Costs by 30 Per Cent at Orange

“Using a Microsoft® Software Asset Management partner solution means we have a best-practice methodology for reconciling existing licences with employee usage that also delivers a system for planning IT upgrades cost effectively.”

Andy Gray, Senior Software Licence Analyst, Orange UK

Business Challenges

Orange Personal Communications Services (PCS) wanted an efficient, automated software asset management (SAM) solution for reconciling current software licenses with usage across the network. It looked to improve on an existing manual process, which was not only time-consuming, but also potentially costly as human errors could lead to over or under-licensing. Orange PCS also required a solution to help plan future IT upgrades more cost efficiently. To do this, it needed to:

- Track the location of software installed across its 9,900 PCs and 4,400 laptops.
- Catalogue how often employees used the software deployed on their desktops.

Solution

In 2002, Orange PCS engaged Microsoft Partner Monactive, which proposed activeSAM— a SAM solution supported by Microsoft SQL Server™ 2000, and created using the Microsoft .NET Framework and Microsoft Office Excel® 2003. Orange PCS implemented activeSAM on a central server

at its headquarters, and deployed agents on every user's machine using Microsoft Systems Management Server (SMS) 2.0. The solution provides:

- A software database from which to compare existing licenses on Microsoft products with software in use.
- Detailed reporting on software usage.

Benefits

- Discovered over-licensing and reduced software maintenance cover—saving 30 per cent on overall maintenance costs
- Identified the most cost-effective software applications by measuring application usage and discovering under usage rates of 60 per cent on some software
- Helped ensure successful migration to Windows XP Service Pack 2 (SP2) by pinpointing Windows XP applications currently in use and testing them in the SP2 environment before going live
- Adopted a system of best practice that avoids the risk of disruption to employees

