

Belcan resolves 4 key software management challenges with SCCM Expert's Self Service

Challenges

- » Lack of visibility on inventory, complicated audit compliance process
- » Handling 900 individual software requests per month
- » Software delivery process took more than a week

Solution

- » Dashboard with software usage and compliance indicators
- » Automated web-based software request management for 300 applications

Benefits

- » Software compliance dashboard, ability to lease and reclaim software
- » Save man-hours equivalent to 3 people in software support annually
- » Deliver software in a few minutes



3 Key Stakeholders, 4 Software Management Needs Met

Belcan, a \$500 M company specializing in engineering services, maximized its System Center Configuration Manager 2007 investment with SCCM Expert's Self Service resulting in improved software audit compliance, request management and on-demand software delivery.

SCCM Expert spoke to key stakeholders at Belcan – IT Director, SCCM Administrator and end-user to understand how their expectations of SCCM Self Service were being met.

Ted Hacker, IT Director, Software Audit Compliance

Ted Hacker, IT Director at Belcan, was interested in a report on the installation and usage of all software on corporate computers. Microsoft provided Belcan funding to get custom reports made. Belcan hired a CDW consultant, who recommended SCCM Self Service to provide both automated software request management and a software compliance dashboard.

"We now have great visibility on the software we have deployed and have a central dashboard to ascertain audit compliance. The pricing was reasonable; it didn't cost me a bundle to get the job done. Moreover the ROI is apparent. We save about 3 people worth of software support time annually by automating software request management," remarked Ted.

“ SCCM Expert is one of our top vendors, at least in the top 5, and with \$10 M of software, we have lots of vendors.

- Ted Hacker

Matt Burr, SCCM Administrator, Software Request Management and License Spend

Matt Burr, SCCM Administrator at Belcan, was looking for a way to automate one-off software requests to reduce the burden on IT while providing faster software delivery. SCCM Self Service's web-based portal and automated request management workflow now handles 900 monthly software requests across 20+ locations.

"SCCM Expert's Self Service is deeply integrated with Configuration Manager 2007. We provide 300 applications through the web portal. We have set up software leasing and reclamation, re-using our software licenses and reducing spend. Moreover, IT saves a lot of time as we no longer handle the 900 monthly one-off software requests," said Matt.

“ End-users can request software for a particular period of time. 14 days before lease expiry users get a notification and are allowed to extend the lease once. Through mail campaigns we also allow users to opt into having software they are not using returned to the store.

- Matt Burr

Lesya Meyer, End-User, On-demand Software Availability

Lesya Meyer, division quality manager at Belcan, an end-user of SCCM Self Service was looking to improve her team's productivity through on-demand software availability.

"Before SCCM Self Service we filled a software request form manually. We then carried over and submitted the form to IT. The whole process of requesting and receiving software took a week or longer but has now been reduced to a few minutes," remarked Lesya.



It's much easier to make a software request now. It takes 2-minutes, if I know what I am looking for, and about 5-minutes, if I have to search the store. I have complete visibility on the status of my request and receive software in a few minutes.

- Lesya Meyer



Contact SCCM Expert today at **1-877-517-7226** or **sales@sccmexpert.com** to discuss how we can help you:

- **Boost productivity through on-demand application delivery**
- **Save IT critical time by automating software request management**
- **Reduce license spend through leasing and reclamation**
- **Ensure software audit compliance**

About SCCM Expert

SCCM Expert is a Microsoft Gold Partner and founding member of the Microsoft System Center Alliance.

Visit www.sccmexpert.com; see how we help over 100 global corporations, education institutions and government agencies **lower the cost of user software request fulfillment** and manage software inventory.



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