Client Case Study

☁ Overview

Our client is one of the world's largest banks employing 250,000+ people globally. Their challenge is "reduce IT spend globally and deliver significant savings back to the bank". Amongst this major programme of work, one of the key projects was to look at software consumption and associated spend. This process simply could not be tracked manually due to the Global complexity and sheer size of their business, which has historically led to many years of continuous over licensing. Like many enterprise organisations, software licenses are purchased in different pricing bands across multiple units,

often running into multiply different agreements all at different price points. Software is therefore acquired and simply not used, often lying dormant within the business as historically the requirements change leading to a disconnect between the business and IT. Needs versus desire of technology creates wasted spend group wide as unfortunately the business is still liable for the cost of the license and associated technology if installed but not used. The client appointed AJC to launch a pilot project using our IT Rationalisation services to assess, discover and provide auditable evidence back to the business supporting a change programme.

☁ Business Objectives

- Understand IT usage locally, regionally and globally
- Understand the detail of who is using what, how and when across the entire business
- Maintain BAU improving efficiencies along the way
- Introduce levels of automation to remove repetitive manual tasks
- Provide evidence based "90 day use it or lose it model" for ongoing Software Management
- Drive rationalisation and planning around the IT change programme

☁ Project Goals

- Ensure security through extensive penetration testing
- Monitor software usage over 6 month period to look for trends
- Provide data analytics of real time software utilisation
- Reduce software license spend backed up with auditable vendor data
- Continue to monitor usage going forward in near real time and identify future savings or changing work practices that can be driven around efficiency

☁ The Result

We ran a pilot for the bank on a sub set of the business, choosing their UK HQ as a suitable pilot that would provide an accurate and diverse use case over an initial 90 days, monitoring consumption across 5000 users providing detailed auditable usage reports to the client. The results not only delivered immediate savings outweighing any pilot costs, the commercial returns demonstrated sub 15 weeks ROI, justifying business sign off at group, supporting global roll out of the technology underpinned with services and governance all positioned through AJC. Auditable evidence was created on where licenses were; not being used, used in a read only mode, or where specific business application functionality was available in a broader tech-

nology that therefore duplication could be eradicated. The savings were significant leading to the technology now being part of BAU operational process, used as part of their continual improvement programme and operational efficiencies group wide. New use cases were established through the data insights. Facilities management found that the data was able to provide a simply analysis on how employees were using the buildings, as location data could be tracked through the technology based on IP addresses. This not only removed an historical manual task around "foot fall" around building usage, this also supported their strategy about around planning consolidating of real estate and flexible working strategy.

☁ Positive Outcomes

- Clear mapping and correlation between software needed by the business bring together the Business and IT
- Dramatic reduction in technology spend removing wasted Opex costs from the business
- Introduction of automated tooling that drives continuous commercial improvements

Contact us

Let's work together and help optimise your people and IT capabilities

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Our Core values

- ☁ **Innovative**
- ☁ **Passionate**
- ☁ **Determined**
- ☁ **Partnership**