



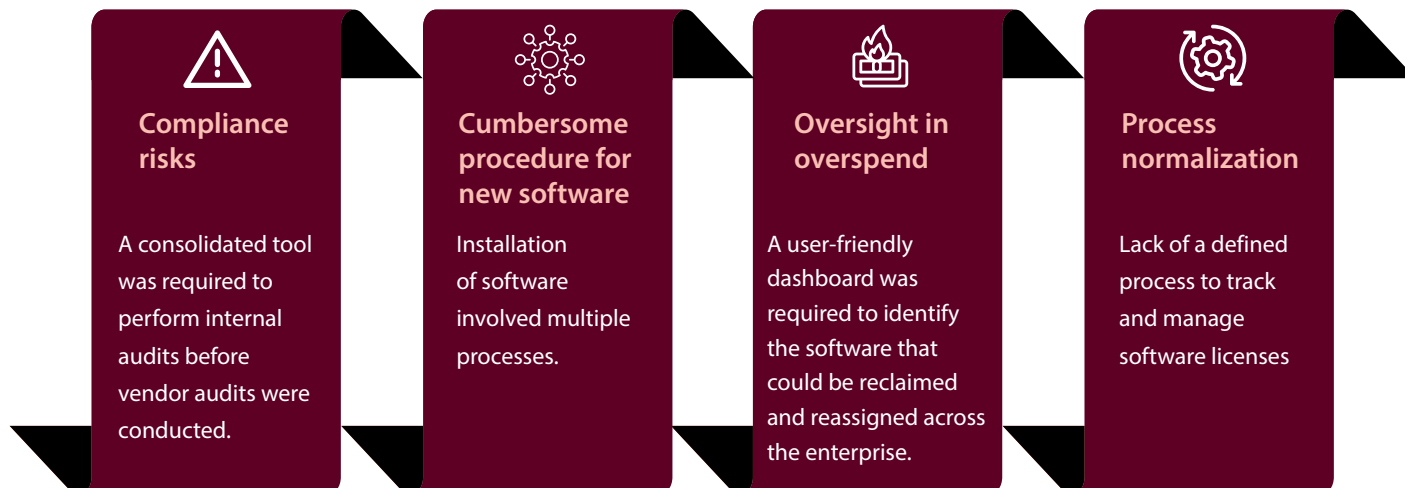
TTEC TRANSFORMS THE SOFTWARE DELIVERY SERVICE EXPERIENCE

Infosys enables seamless management of enterprise software licenses

About the Client

TTEC is a global customer experience technology and services company providing design, implementation and delivery of customer experience. The company wanted to track and better manage its software licenses.

Business Challenges



The Solution

TTEC sought a robust tool to maintain its software licenses and contract information and conduct internal audits to reduce compliance risks. The tool was required to allow the IT Asset Management team to perform daily operations, maintain up-to-date license information, and manage the available license pool with streamlined functionalities and automated workflows.

TTEC collaborated with Infosys to implement ServiceNow Software Asset Management (SAM) Pro with out-of-the-box functionalities.

Transforming the ITAM Experience

Infosys implemented SAM Pro on ServiceNow platform to help TTEC manage software licenses, contracts, and perform software asset management operations for mitigating software compliance risks. The implementation of the new tool, accelerated by [Infosys Cobalt](#) Enterprise Service Management Café, imported entitlement and contract details and integrated with Microsoft Endpoint Manager to ingest software installation and software usage data.

TTEC leverages skilled techno-functional resources and robust governance to:

- Categorize licenses at department and enterprise levels
- Integrate with vendor portals of Zoom, Microsoft, Adobe, and DocuSign for existing licenses based on software subscription data
- Streamline the process of requesting software by end users for 200+ software products with license verification functionality
- Normalize discovery of data to map software installations with software models having associated entitlements
- Automate the software reclamation process - Visio and Project, through Client Software Distribution
- Enhance the workflow for IT software and professional services purchase request
- Create a knowledge repository of artifacts for end users

The SAM Pro module offers several user-friendly out-of-the-box features. Significantly, it rationalizes manual effort by the ITAM team, which can import data into specific modules with minimum customization and maintenance, whenever licenses are procured and needs to be tracked.

Outcomes

Automation

Automates reclamation for Project and Visio software based on inactivity of over 60 days by end user

Streamlined process

Simplifies software installation request by end users through a catalog with license verification functionality. About 1500+ software installation requests placed for installation on end user machines. Average resolution time decreased from 4 to 2 days

Meaningful insights

Offers nuanced insights into compliance position, product lifecycle stages, true-ups, and potential savings through out-of-box dashboards to optimize costs and take informed decisions.

9000+ removal candidates were auto generated based on the restricted software configured for TTEC

Leveraged platform capabilities

Efficiently manages current and future software needs to empower the ITAM team to undertake daily operations while aligning with SAM Pro capabilities and leverages best practices for software asset management. Significant reduction in manual efforts (up to 90%) in software discovery model normalization



Customer Quote

“

Infosys assessed our IT landscape and provided useful technical advice and process improvements. The team implemented a platform that meets our needs. Importantly, the workflows have been centralized and streamlined with our software request process. The Infosys solution provides direction for our ITAM and procurement processes and simplifies the installation process.

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Septimus George,
Director, IT Asset Management, TTEC



Infosys Cobalt is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 35,000 cloud assets, over 300 industry cloud solution blueprints and a thriving community of cloud business and technology practitioners to drive increased business value. With Infosys Cobalt, regulatory and security compliance, along with technical and financial governance comes baked into every solution delivered.

For more information, contact askus@infosys.com

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