

THE COMPLETE IT ASSET MANAGEMENT SOLUTION

for the **SME**



- Do you know the exact hardware configuration of the computers in your organisation?
- Are you alerted if any hardware or software is added to the inventory?
- Do you know who is using what software and how often?
- Do you currently have full control over your IT assets?

TAKE BACK CONTROL, WITH AN IT ASSET MANAGEMENT SOLUTION FROM S.E.L.



SAMsoftware
Cost-savings for IT. For Business





Whether you have 20 or 250 computers in your organisation, your information technology (IT) assets – hardware, software and network– are critical to the success of your business. But how much control and knowledge about these assets do you have after they are purchased? Are they used? Do you know if memory is being removed or if computers or other network devices are being moved from one location to another? Are there unauthorised changes being made to the configurations? Is there any illegal software on any of the computers?

The IT Asset Management solution tailored specifically for the SME

The more knowledge you have about your IT assets, the more control you have over associated costs, purchases, helpdesk support and desktop management. One of the industry's leading IT analyst organisations, GIGA Information Group, estimates that the cost savings to be made from implementing asset management can be as much as 26 percent of an organisation's total IT budget.

However, lowering costs isn't the only benefit. The more information your IT personnel have about each system, the more efficiently your organisation operates – support calls are shorter when you know more about the systems, and time spent planning for and performing software upgrades is reduced. The less time your IT staff have to spend on support and maintenance issues, the more time they can dedicate to IT innovations that will make your business more competitive.

The Inventory Foundation

Effective control of assets begins with a comprehensive inventory

that should include information about each computer or other network device, a list of all installed software and the physical location of each device. This information can be collected by conducting a physical inventory or by using a network-based inventory tool.

A physical inventory, that involves IT staff visiting each network device to collect information about the system, has the clear advantage of identifying the actual location of the device within the office premises. However, tracking changes made to the systems is complex, time consuming and costly. Because of this, carrying out physical inventories is rapidly becoming a thing of the past.

A more common inventory method is to collect the information using the network itself. Network-based inventories can significantly reduce the time and cost of an IT audit and can also make regularly scheduled inventories feasible, giving you up-to-date, dynamic information.

Key Features and Benefits

Flexible, Rapid Deployment

SAMsoftware installs quickly on your server and the client agent can be deployed via login scripts, Windows NT/2000/XP services or through e-mail. This enables you to audit all of your computers – whether your users are mobile and only dial-in to send/receive e-mail, or NT users who do not run login scripts. Even standalone computers can be audited using a floppy disk and the inventory imported into the repository.

Local, Remote and Internet Auditing

Auditing local and remote computers, servers and other network devices can be done easily and without user intervention. SAMsoftware audits computers on your LAN, across your WAN, through remote access servers, and even across the Internet. By supporting the Internet Protocol (IP), you can audit remote computers when they are connected to the Internet via an Internet Service Provider.

Hardware and Software Identification

SAMsoftware provides you with a complete record of your network devices and computer hardware and software. This enables you to make decisions based on fact, not assumptions. For instance, you can determine if your hardware is able to support a new software upgrade, or if individuals are running unsupported applications.

Hardware identification includes details of the computer, such as manufacturer, total memory, memory slot configuration, disk space etc. SAMsoftware also performs a detailed software inventory that is not only comprehensive, but also easy to use.

Rather than using a library of known application files, SAMsoftware interrogates the .exe file itself, so returning the most accurate and

comprehensive inventory of all installed software - so reducing time spent identifying software not recognised by the application. As a consequence there are no library updates to download.

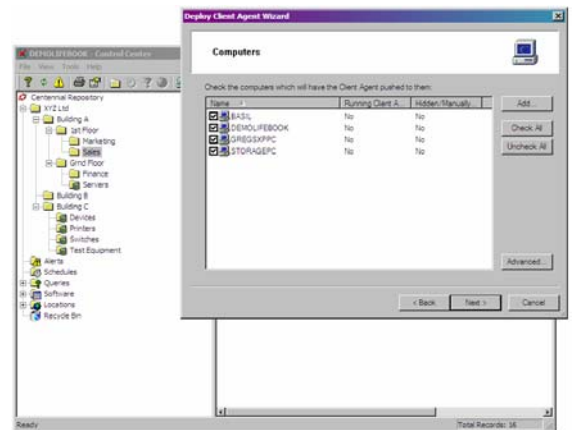
The information collected for each software title includes manufacturer, product name, version, serial number (if available) and licence counts for each software product. This information is further grouped into categories to make products easier to identify. Rather than sorting through large amounts of software titles to determine which ones are important to track, you will quickly see the important primary products separated from secondary utility type programs.

Software Usage and Licence Compliance Tracking

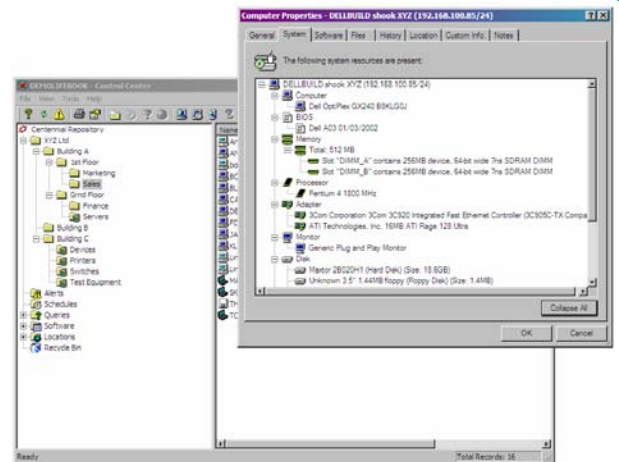
Without usage information, effective software management can be almost impossible. Licences will either be oversubscribed, wasting money, or alternatively, under-licensed leaving your organisation non-compliant and open to the risk of legal action. Just as importantly, it can be almost impossible to justify any application investment unless you know how it is being used. For example, why support or upgrade an application if no-one is using it? You will never really know unless you have accurate audited usage information. Appropriate investment can only be made if its value to your organisation is clearly understood.

Tracking software usage and licence compliance is easy with SAMsoftware. You can quickly see which users within your organisation use a particular application and how often they use it. You can also determine if your organisation is legally compliant with software licensing requirements – SAMsoftware will automatically

show you the number of installations of an application, compare it to the number of licences purchased and the usage patterns. This will enable unused licences to be either reclaimed or re-allocated enabling the efficient and effective licensing of applications based on what is actually required. If the number of licences deployed exceeds the number purchased, an alert can be raised allowing compliance to be managed and maintained. A licence compliance report can be printed at any time.



Agent deployment



Hardware discovery

Using SAMsoftware

SAMsoftware deploys rapidly across your network and identifies your network assets without disrupting users' day-to-day working activities. An inventory audit of the computers can be scheduled for specific times, or on demand. After an inventory audit is performed, the results are stored in a central repository on the server to facilitate queries and the generation of reports. After the initial inventory, SAMsoftware maintains an audit history of all changes that occur to the computers – alerting you if something is added or removed.

Asset Tracking

SAMsoftware tracks all installations, moves, additions and changes (IMAC) to the computer, maintaining a comprehensive audit trail. This allows retrieval of key information about changes made to your entire IT infrastructure, whether this is a new application installed on a server last month, a CD-ROM removed from a client PC yesterday, or a new printer added to the network.

Alerts can also be set up to notify you when specific changes occur to devices, such as when memory is removed from a PC or new software is installed.

This gives you more control over your valuable assets and the ability to respond quickly to changes. System alerts can be set to notify you when a new network device is registered, or should a device move to another physical location.

Easy Administration

The SAM software Control Center provides you with easy access to the asset repository. From the Control Center you can generate reports and queries, schedule audits, export data and more.

SAMsoftware lets you control when audits should be performed. Each device can be set with a unique audit schedule or every device can have the same schedule. You determine the frequency of the audits – on demand, daily, weekly or monthly – to suit your IT or business information requirements.

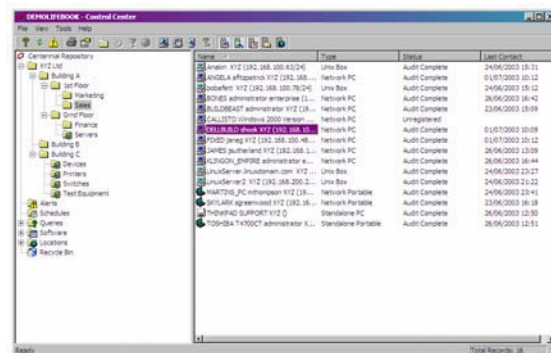
Reporting on your assets could not be easier. From the SAMsoftware Control Center, you can quickly run one of the comprehensive reports supplied with SAM

software. Simply generate a query and print the results using one of the report templates. Alternatively, you can easily share the SAMsoftware asset repository with other applications. Using SQL tools you can design custom reports, or you can export query and report results for use in other business applications.

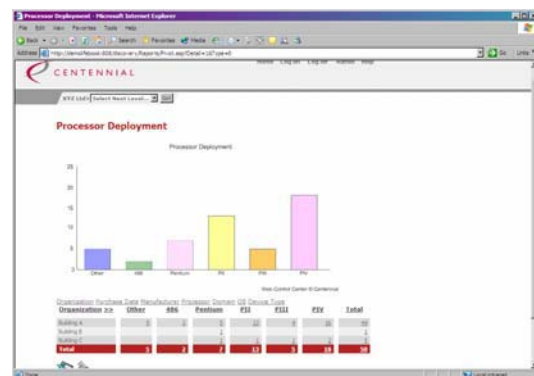
Universal Web Access

In addition to all of the features found in SAM software the Web Edition provides you with more tools to better utilise your assets. A web browser can be used to access the SAMsoftware repository allowing appropriate individuals in your organisation to view, but not modify, the data. Extensive security allows you to control who has access to the repository and what assets they can view. The web page can even be customised with your company logo.

Powerful asset analysis tools enable you to analyse the population of IT assets in numerous ways, such as asset usage by manufacturer or product. It is also possible to 'drill down' into details on each asset and print the results. The Upgrade Costing Wizards allow you to quickly calculate the cost of upgrading a software product or operating system based on existing hardware configurations. Direct links to manufacturers' websites allow you to obtain current product information directly from the manufacturer.



Main Screen



Web Edition provides more tools and reports to better utilise your IT assets

Consultancy and professional services

Purchasing the tools to audit your hardware and software is a great move towards taking control of your IT inventory. SEL offer a range of consultancy and professional services to ensure your organisation gains maximum benefit from the implemented solution. An IT Asset Management consultant will talk through your company motivations and objectives to ensure the required assistance is fully provided, be that installation and training or a complete managed service.

Benchmarking

Only by understanding the current position can the true effectiveness and impact of an asset management solution be gauged. Our benchmarking service draws a line in the sand as to your current position, defining perception of installed software, identification of redundant equipment and total support costs.

Software Asset Register

Many companies have no central register of their valuable software licences, paper licences are in IT cupboards, in the retail boxes, in stores, etc. Our software licensing specialist will work with you to identify these licences, reconcile them with purchase orders and proofs of purchase to compile an auditable software asset register.

Without such a register any Asset Management solution will be ineffective as there is no means of identifying and auditing the actual physical licensing. Our specialists fully understand the complexity of licensing and the implications of different class of licence (retail, upgrade, OEM, MULP, open agreements, etc).

Installation and deployment

Our engineers are fully trained and have extensive experience of installing SAMsoftware in many environments including:

- multiple site
- remote workers
- multiple OS
- remote access

Rather than just installing the software our engineers will work with the IT Manager on the installation to ensure they fully understand all of the capabilities of the software and so can take maximum benefit from the investment.

Implementation

Once the software is installed and the clients deployed, our engineers will work with your IT team to ensure the optimum implementation of the solution. This entails verifying software identification, categorising software as primary or secondary to assist in compliance auditing, the setup of scheduled audits, alerts and reporting.

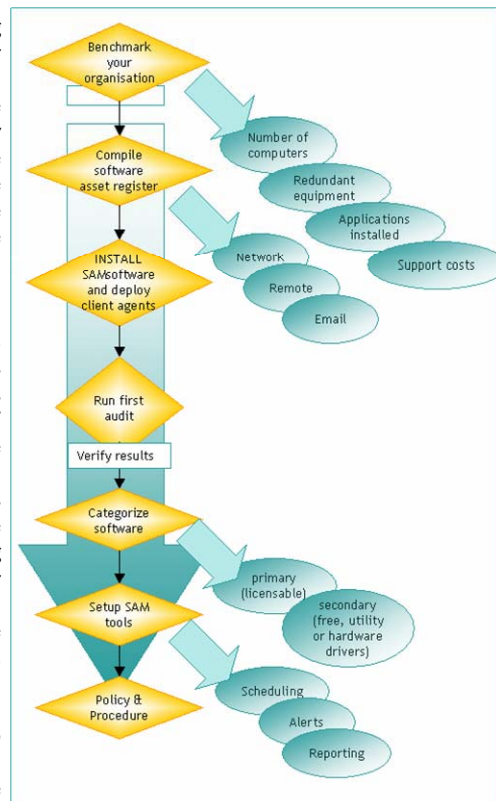
The engineer will also configure the web-edition so members of the management team (IT Manager, Human Resources, Finance, etc) will have appropriate and secure access.

Training

SEL can provide training services in all aspects of setup, use and configuration of SAMsoftware such as software licence input, application usage monitoring, project planning (such as operating system upgrade, application migration and helpdesk implementation).

Policy & Procedure

Once the solution is installed, configured and fully implemented there will be minimal housekeeping required to maintain control over the inventory - as long as effective policies and procedures are in place. These relate to communicating to staff company policy on software and hardware installations, acquisitions and removals.



Installation procedure

How SAMsoftware works for you

SAMsoftware is the network inventory-tracking tool specifically designed for the SME, that tells you:

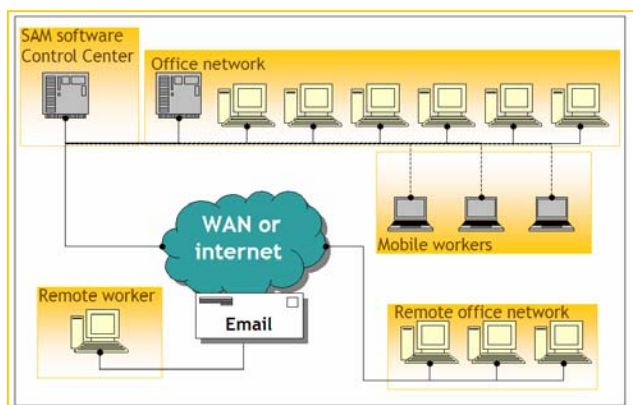
- What IT assets you have
- How they are configured
- When and what changes are made to them
- Which software applications are installed
- Who is using those applications

SAMsoftware has a number of significant features that differentiate it from other network inventory and audit products – most significantly the software recognition technology. Rather than matching identified .exe files to a library of known applications, SAMsoftware interrogates the executable file to identify the manufacturer, application, version and revision. This enables SAMsoftware to identify up to 90% of boxed and bespoke applications with no customisation of the product.

Using SAMsoftware you can quickly and easily:

- Inventory your hardware - computers and network devices
- Inventory your deployed software including where it is installed
- Track software usage and save costs by reassigning unused applications
- Identify all configuration changes made to a PC for any given period of time
- Calculate the cost of upgrades
- Share the data with other applications

SAMsoftware enables you to gain control of your IT investment by understanding what you have got and how it is being used. This will enable informed and appropriate decisions to be made about how investment and strategy is planned, ultimately improving IT management, reducing your total cost of ownership, achievement and maintenance of legal software licence compliance, and increased security of company assets. SAMsoftware is available in two editions, Standard and Web, to meet your IT and business management requirements.



Multi-office and remote deployment

Information returned by audit

- Device Name
- Device Type
- Operating Unit
- Status
- ID
- Last Contact Date
- Audit Schedule
- Client Agent Address
- Client Agent Version
- Communication Method
- MAC Address
- IP Address
- Computer Make and Model (where available)
- Bios date and revision
- Memory
- Memory slot configuration
- Processor
- Installed Adapters
- Monitors
- Fixed and removable disks
- Fixed disk partition information
- Operating system and service packs/revisions
- Installed software by manufacturer/product type/usage/access
- Software usage
- File types by space, %, number of files

Supported Platforms

The following are for guideline purposes only –

SAMsoftware Control Center

Processor: Pentium Class

Memory: Starting at 128MB

Disk: At least 512MB

Operating System: Microsoft Windows NT4, 2000, XP

Supported client operating systems

Microsoft Windows 95, 98, ME

Microsoft Windows NT4, 2000, XP

Red Hat Linux 7.0 on Intel platform

SuSE Linux 8.0 on Intel platform

Sun Solaris on SPARC

HP-UX on PA-RISC

MAC OSX

Network environments

Microsoft Windows built on NT technology

Novell Netware 3.11 or higher

SAMsoftware Web Edition

Supported platform and system requirements for SAMsoftware Web Edition are the same as for SAMsoftware with the following addition:

SAMsoftware Web Edition Server

Microsoft IIS4, IIS5

Supported browsers

Microsoft Internet Explorer 4 or higher

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