

# Managed Services

In addition to its ComplianceConsole platform, Concorde offers a number of tiered service and support packages that address different levels of service requirements and augment an organisation's ability to deliver effective Software Asset Management (SAM) processes.

## SAMstart

SAMstart is a foundation service that provides organisations with the basic support framework to deliver effective SAM processes, as well as access to independent software licensing expertise.

It is ideal for customers who need help getting internal processes up and running and/or assistance with occasional licensing queries or issues.

### Service Description

It includes:

#### Foundation Services

- An ISO19770 based review that provides a gap analysis of existing processes and policies

#### Policies and Procedures

- Access to templated policies, processes and procedures - providing a framework for the delivery of SAM. This encompasses both data centre and desktop environments:
  - > Data Centre - Server Licensing Worksheets, Server Licensing Knowledge Base
  - > Desktop - Desktop Licensing Worksheets

#### Support Services

- Additional Training on ComplianceConsole
- Remote product support and software licensing advice:
  - > Microsoft, VMware, Adobe, Security Software, Autodesk, Attachmate

## SAMassist

In addition to the services of SAMstart, SAMassist delivers advanced services and vendor specific licensing expertise, providing organisations with a detailed understanding of their compliance position, and enabling them to manage this on an ongoing basis using the ComplianceConsole platform.

It is ideal for customers who require additional licensing expertise around specific vendors to bridge knowledge gaps and augment their existing SAM capabilities.

### Service Description

It includes:

#### Annual Healthcheck

- Vendor Effective Licence Position (ELP) Validation

#### Licensing Intelligence

- Analysis and information on reconciled licensing position
- Efficiency and risk mitigation recommendations

#### Product Configuration

- Optimisation of ComplianceConsole platform based on updated information from a customer's infrastructure

# Managed Services

## SAMmanage

In addition to SAMstart and SAMassist, SAMmanage provides a comprehensive managed service, allowing organisations to outsource their core SAM function and processes for key vendors.

It is ideal for customers requiring a complete lifecycle solution for SAM, or who need to free up resources to concentrate on more strategic projects. The focus is on monitoring software procurement and lifecycle processes to maintain compliance, mitigate risk, drive efficiency and ensure vendor contracts are aligned to support business needs.

### Service Description

It includes:

#### Inventory Management Service

- Import, analysis and management of accurate data, including exception reporting and trend analysis

#### Licensing Management Service

- Monthly Licensing Reviews
  - > On-going licence reconciliation against entitlements for a core set of selected vendors
- Monthly Licensing Entitlement Updates
- Business Intelligence
  - > Regular reports and dashboards designed for stakeholders, delivering key information to IT and Procurement

#### Vendor Audit Management Services

- Help and guidance during software vendor audits

Managed services are delivered both remotely via a Managed Service Centre and via on-site consultants where applicable. Service delivery is managed by Service Delivery Managers (SDMs), who provide regular service and SAM reviews.

### About Concorde

Concorde combines innovative technology with years of customer experience to enable organisations to manage the cost and value of software, and adopt software strategies that meet business needs and keep pace with change.

With our solutions and services, organisations know what software they have, how much it costs, how they consume it, and the value that it is delivering to their business.