



Global company takes steps to avoid software audit risks

THE CHALLENGE

Zones is the IT solutions and services provider for a leading freight forwarder and logistics provider with more than 3,700 employees in 240 offices worldwide, in more than 80 countries. The company specializes in customer-focused air, ocean, customs brokerage, warehousing, import and export, and supply chain management.

Over the last few years, the freight company has experienced rapid growth driven by the acquisition of several companies. These acquisitions led to Microsoft initiating software audits two years in a row to ensure licensing compliance. As a result, the company paid substantial and unexpected true-up costs of \$1.3 million and \$1.2 million for the years the audits took place.

Challenge:

Lack of software asset management tool that supports rapid company growth.

Solution:

Zones Discovery Services with Microsoft contract analysis tool.

Results:

- Proactive software license management
- Ongoing oversight of IT infrastructure
- Accurate, precise hardware inventory
- Warranty information tracking
- Software licensing audit preparation services

THE SOLUTION

The CIO knew that the company's ability to track software installation and end-user licenses was limited. When made aware of the situation, the Zones account executive reached out to the team at nrastructure, the services division of Zones, to arrange a demonstration of Zones Discovery Services (ZDS).

ZDS is a simple, non-intrusive, agentless technology designed to provide IT infrastructure insight, discovery, and analytics. ZDS collects current state information across platforms and devices including mobile devices running Android, iOS, and Windows phones/tablets.

During a ZDS pilot, the CIO saw firsthand the immediate advantages and potential for not only software license tracking, but oversight of the company's entire IT infrastructure.

The CIO selected ZDS basic monthly service which includes:

- > Access to all analytics via cloud platform
- > Microsoft SQL reporting
- > Virtual environment analysis
- > Infrastructure scorecard
- > Mobility assessments

The ZDS recurring service also gives the CIO and IT team access to:

- > Monthly reporting and ad hoc reports on key metrics at any time
- > Monthly consultation (one hour) with Zones account executive and solution architect to discuss environment and changes
- > Security analysis for rogue or BYOD devices
- > Audit protection for contracted/licensed software titles

With the addition of the Microsoft contract analysis, the company is able to accurately monitor their licensing position, which sets them up for success if they need to perform an internal licensing audit or software asset analysis in the future.

- > Notifications when the company exceeds software agreement entitlements to eliminate unnecessary expenditures
- > Full software inventory to identify potential lapses in maintenance coverage, security vulnerabilities, non-standard operating systems, out-of-date software, and more
- > Visibility into who is connecting to the network or pulling down corporate data – and on what device – to help track CAL entitlements

THE RESULTS

ZDS is meeting the CIO's objective of implementing an efficient and effective solution to bring on the software licenses of new companies, while consistently and accurately recording software use rights. At the same time, the IT organization is leveraging ZDS technology for comprehensive IT asset management.

ZDS is providing the CIO with IT infrastructure insight, discovery, and analytics:

- > Accurate representation of the current state of the IT infrastructure
- > Comprehensive, streamlined software license tracking and reporting
- > Warranty information tracking for individual products of the IT infrastructure
- > Support from Zones Microsoft licensing experts and Zones audit preparation services
- > Elimination of time-consuming and costly hardware inventories required for future projects

By implementing the solution, the CIO is minimizing the risk of future software true-up costs and is increasing the value of the services and support provided by the company's IT organization.

ZONES DISCOVERY SERVICES (ZDS)

Zones Discovery Services combines tools, people, and process to help you quickly and effortlessly gain deep insight into everything that's on your corporate network – and what you need to know about it – to eliminate unnecessary expenditures and minimize risk.

Whether you need to learn how recent software company acquisitions and divestitures affect your license agreements or you want clear visibility into the status of your IT infrastructure, ZDS and nrastructure are here to help.

To learn more about ZDS, reach out to the nrastructure team by visiting zones.com/discoveryservices or by calling your Zones account executive.