

IT Asset Management (ITAM) & Software Asset Management (SAM)

Zones empowers healthcare nonprofit Bayhealth to transform IT asset management.

Bayhealth is a technologically advanced non-profit healthcare system with over 4,000 employees. As central and southern Delaware's largest healthcare system, they turned to Zones for help with streamlining the burden of IT asset management and software asset management (ITAM/SAM).

Their previous framework was disorganized and siloed, so they turned to Zones for help finding a better way. Using our Zones Discovery Services (ZDS), we put together a comprehensive report on the client's ITAM/SAM, cloud economics, and cybersecurity. This helped them uncover significant cost savings, as well as a fresh new approach to asset management using real-time actionable data insights.



CHALLENGE

- Client needed a simple and affordable way to approach ITAM/SAM.
- Legacy processes were complex, siloed, and in need of streamlining.
- Among client's data management priorities were efficiency, affordability, visibility, and regulatory compliance.



SOLUTION

- Conducted an in-depth evaluation of client environment using Zones Discovery Services (ZDS).
- Put together a comprehensive report that gave the client actionable insights on their IT and software assets.
- Focused our efforts closely on ITAM/SAM, cloud economics, and cybersecurity.



RESULTS

- Delivered substantial value for the client, including \$1 million in SQL mapping cost savings.
- Provided comprehensive dashboard for real-time IT monitoring and software analysis.
- Helped the client control licensing costs using audit-defensible reports during publisher audits and true-ups.

Consider **IT** done.

Visit zones.com/healthcare or email HealthcareIT@zones.com today.

THE CHALLENGE

The client was in search of a new strategy for IT asset management and software asset management. Their IT team was responsible for supporting over 350 applications, not including all the one-off installs, and they had inherited a disorganized mess of processes that were complex to implement and not centralized. They needed a way to streamline management and make things more efficient and affordable as they moved to Enterprise-level in size, while still maintaining visibility and compliance and also identifying future opportunities for efficiency and cost reduction.

THE SOLUTION

We tapped into our Zones Discovery Services (ZDS) capabilities to conduct a complete, in-depth evaluation of the client's IT environment and data management framework. We put together a comprehensive report summarizing actionable insights in three focus areas:

1. IT asset management (ITAM) and software asset management (SAM) data, to help them better manage their assets
2. Cloud economics data, to guide their financial decision-making moving forward
3. Cybersecurity data, to help them identify risks and protect themselves accordingly

THE RESULTS

Zones' approach to streamlining Bayhealth's data management offered substantial value for the client compared to other solutions. Our SQL mapping tool alone brought the client over \$1 million in cost savings, and the time savings were considerable as well. We also provided a comprehensive dashboard tool that gave them a single pane of glass for monitoring all of their IT and software assets. And because Zones is constantly innovating, Bayhealth is always gaining access to new tools and capabilities.



The tool has effectively paid for itself, many times over.



Tony Ledbetter,
IT Asset Management Administrator



\$1 million in SQL mapping cost savings



Dashboard tool that provides real-time IT and software insights



Control licensing costs using audit-defensible reports during true-ups