



HITACHI CONSULTING

AT A GLANCE

CHALLENGES

- Getting the right software to the right people, at the right time— wherever they're located
- Controlling the costs associated with over- and under-buying software
- Maintaining a complete overview of current and in-use licenses
- Expediting management approval processes
- Providing comprehensive reports

SOLUTION

Insight introduced Hitachi Consulting to Insight:LicenseAdvisor™, a software asset management integration framework that ties data from procurement, deployment and inventory management systems into one central repository.



A CONSULTING COMPANY GETS A RECOMMENDATION OF ITS OWN.

Hitachi Consulting is a U.S.-based professional consulting services division of Hitachi, Ltd. The company's primary business is in customizing software—including ERP and CRM applications—for Fortune 2000 companies.

Because it is critical that their 1000+ field consultants have the tools they need to perform for clients, Hitachi Consulting needed a system that would give them the ability to request, receive approval for and download virtually any software title they needed in minutes—not days.

Hitachi Consulting also needed the ability to integrate with their legacy systems, while providing tight controls and comprehensive reporting. And they needed to be able to track licenses as they were deployed and then reclaim unused licenses and return them to the license pool. Hitachi Consulting came to Insight (formerly Software Spectrum) for a solution.




Managing Software Purchase and Use All in One Place

Insight recommended Insight:LicenseAdvisor (formerly known as Media Plane), a software asset management (SAM) integration framework that can tie information together from procurement, deployment and inventory management systems into one central repository. By leveraging this always-current central repository, Insight customers can better manage the daily ebb and flow of software license entitlement, eliminate license overbuying and maintain a high level of compliance.

Insight:LicenseAdvisor leverages Microsoft® Active Directory to establish who needs to approve a software request within the Hitachi Consulting organization, and uses predefined workflow, approval methodology and e-mail to route requests. Once items are approved, field consultants can immediately access in-stock software.

In the past, all of these processes had been done manually, which placed a huge demand on the people involved. Insight:LicenseAdvisor has automated this process, helping control the cost of software ownership.

“What Media Plane* does, is tie into Software Spectrum's** catalog and essentially makes every software title out there available to our users,” explains Michael Shisko, director of IT services for Hitachi Consulting. “IT no longer needs to be a roadblock to people getting the tools they need to get the job done.



“Once you get Media Plane* configured, it pretty much runs itself,” adds Hitachi Consulting IT specialist and Insight:LicenseAdvisor administrator, Brad Leonard. “I don’t mind telling you, when I first saw what all this product could do, I was a little intimidated. But after I came to understand what Media Plane* was designed to automate, I knew it was a time-saving tool that we couldn’t go without.”

The company has configured Insight:LicenseAdvisor to allow field consultants the ability to shop Insight’s e-commerce site for a wide variety of software titles and bring those into the workflow approval process as well. Explains Leonard: “That’s such a huge selling point for me because it greatly reduces the amount of administration as well as adding flexibility when users wish to order not-so-common software.”

To maintain a consistently high level of software availability to the field, the company has set a number of threshold alerts that notify them when a particular license pool is running low. At that point a purchasing authority can elect to make a purchase or redistribute licenses from one department to another.

Insight:LicenseAdvisor’s central repository keeps tight control over all license counts, user requests, approvals, denials and software deployments. Plus it can give the field consultant the ability to return an unused license to the license pool.

“Every unused license returned is one license we don’t have to buy,” says Shisko. “That helps cut our lead time as well.”

“Before Media Plane*, we didn’t know where these unused licenses were and didn’t have the time or resources to find out,” Shisko continues. “Believing it to be in the best interest of our client, we would normally execute a purchase. Now that doesn’t happen.”

Insight:LicenseAdvisor was able to meet the requirements Hitachi Consulting had for delivering a high level of customer service to field consultants and clients, with tight controls and ease of administration.

Insight Enterprises, Inc. is a leading provider of a broad range of top brand name IT computing products, software and advanced IT services helping companies around the world enable, manage and secure their IT environment. Located in major cities around the globe, Insight provides local account services in over 170 countries and has the process knowledge, technical expertise and management tools necessary to ease the burden of selecting and purchasing IT assets while streamlining IT management and costs. Insight is ranked number 543 on Fortune Magazine’s 2007 ‘Fortune 1000’ list. For more information, visit www.insight.ca

For more information, call **800.INSIGHT** or go to **www.insight.ca**.

*Insight:LicenseAdvisor was called Media Plane software at the time of this case study.

**Software Spectrum was purchased by Insight Enterprises in September 2006.

Implementation Highlights

- Integrates information from procurement, deployment and inventory management systems into one central repository
- Leverages Microsoft Active Directory for request approval routing
- Uses predefined workflow, approval methodology and e-mail
- Enables vast selection of software titles from Insight’s e-commerce site
- Controls overbuying by returning unused licenses to a license pool
- Reports on licensing counts, user requests, approvals, denials and deployments

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– Michael Shisko
IT Services Director
Hitachi Consulting



Insight®