The Challenge

Resulting from organizations’ increased dependence on their IT departments, adequate software management becomes very important. Organizations often underestimate the management, control and protection of their software and treat it as a ‘nice-to-have’. The idea that Software Asset Management (SAM) is essential for good business practice is far from being recognized. Yet, the adequate integration of SAM in business operations translates to effective avoidance of non-compliant software usage and can significantly cut both time and cost.

SAM originates from the complexity and knowledge that accompanies the management and optimization of software within organizations today. The challenge is enhanced by constantly changing licensing conditions. So ensuring a coherence between the usage of software and the licensing conditions at hand, remains a challenge that will continue to require attention. Potential mergers or acquisitions can add to this complexity, in which case an overview of the management, control and protection of software quickly goes amiss without effective integration of SAM.

KPMG approach

KPMG applies the software life cycle model. SAM covers all stages that software goes through within an organization.

The software life cycle helps to ensure that the right software is made available at the right moment, to the right people and locations in the organization. Additionally, the software must comply with the desired quality standards and be sufficiently covered by licensing agreements.

The 6 stages of the software life cycle:

- **Planning**: A recurring assessment of the needs within the organization regarding the functionalities of your software.
- **Acquisition**: Includes the procurement process of software, as well as contract and supplier management. The purchasing of software (and the related hardware) takes place centrally and is registered accordingly.
- **Setup**: By means of an authorization process, the software is made available to the right people in the right locations.
- **Usage, management and support**: Supervision is in place on the usage of software, with or without the use of tooling. Periodical reports are available on the usage of software which can be compared to the existing/available licencing agreements.
- **Optimization**: Consists, amongst other factors, out of the synchronization of demand and supply within the organization. SAM processes are designed and implemented as efficiently as possible. The organization maintains the most optimal licensing structure possible.
- **Retirement/renewal**: When possible, the existing licenses are reused within the organization. A retirement procedure is in place through which licenses can be withdrawn.

Obtain a fast and effective overview of the management, control and protection of your software licenses.

People, process and technology are the three most important pillars of ICT:

- The **people** pillar focuses on the people that are involved in SAM, as well as their roles and responsibilities.
- The **process** pillar focuses on the processes that are required for an effective SAM.
- The **technology** pillar focuses on the support of technology for the successful implementation of SAM.
Within each stage of the software life cycle, all three pillars (people, process and technology) are required to help ensure a successful implementation of SAM.

KPMG applies the model below to assess the maturity of SAM.

### Basic SAM
**Ad Hoc**
Little control over what IT assets are being used and where. Lack of policies, procedures, resources and tools.

### Standardized SAM
**Tracking Assets**
SAM processes exist as well as tools and/or data repository. Information may not be complete and accurate and typically not used for decision-making.

### Rationalized SAM
**Active Management**
Vision, policies, procedures and tools are used to manage the IT software asset life cycle. Reliable information used to manage the software assets.

### Dynamic SAM
**Optimized**
Near real-time alignment with changing business needs. SAM provides strategic information for decision-making.

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**How we can help**

**A well-grounded process**
The Software Asset Management Quick Scan is an interactive scan that consists of the following steps:

- **Kick-off**
  During a first kick-off meeting, we assess the way in which SAM is implemented within your organization.

- **Documentary review**
  By reviewing the available documentation, we analyse how SAM procedures are embedded in your organization.

- **Interviews**
  From interviews with stakeholders and the team, we gain more insights on how your organization implements SAM.

- **Analysis**
  We apply a maturity model to analyse the information acquired in the previous steps.

- **Evaluation of the first results**
  We present the first results and facilitate a debate on the findings.

**Report**
Following the debate, we will draw up a formal report in which the final results and recommendations are described and explained.

**Your benefits**
The Software Asset Management Quick Scan provides you with a first indication of the infrastructure, processes and responsibilities regarding the management, control and protection of the software assets within your organization. We provide a quick overview on the maturity of your organization regarding SAM and on the difference between the current and the desired state of SAM.

A well-functioning SAM prevents non-compliance regarding software licensing agreements, provides various cost and efficiency advantages and may minimize the risks associated with the usage of software (e.g. security issues as a result of the usage of old or poorly managed software).

The KPMG Software Asset Management Scan can, as a general rule, be executed within six days and offers you a solid foundation on which you can build your SAM.

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