

Municipal Authority Regains Control of Licensing

After a period of expansion and conscious of rising software costs, the IS Department at Cork City Council planned an audit of its network to establish license requirements.



The Challenge - How Many Licenses Are Needed?

Clearly manual inspection and user reporting – the methods employed to complete previous software inventories – were inadequate. Management needed full visibility of all hardware and software on the network and a methodology that was both fast and accurate. As a result the Council began searching for a comprehensive automated solution to audit its extensive network.

The Solution – An Automated Solution

The Council examined a number of software auditing suites, but were particularly impressed by iQuate's comprehensive PC inventory and asset management solution, iQNetScan. It offered a single platform for hardware and software auditing. In particular, it incorporated a software usage function that would verify which applications were used regularly by staff members.

Another reason for selecting iQNetScan was its integration with iQHelpDesk, iQuate's service level and support management solution. By combining both programmes, IS staff were able to gather pertinent desktop and server details while dealing with helpdesk calls and user issues.

The Benefits - Cost Savings & Efficiencies

The detailed inventory of software throughout the Council's many offices, identified a host of underused software, as well as hardware. MS license savings alone amounted to almost €40,000 annually. The scan also pinpointed where hardware, or software upgrades were required to achieve desktop uniformity.

iQuate's remote monitoring and helpdesk solution called iQRMS enabled the council to automate service management, and maintain service levels, while controlling costs.

Using iQNetScan's asset management and financial reporting facility, iQFinancials, Cork City Council developed a PC replacement forecasting scheme to operate over a four-year cycle. This improved financial planning and the management of hardware assets.

“With iQuate we are able to look to the future with a greater level of certainty and manage our IT resources in an optimum fashion.”

About Cork City Council

Cork City Council is Ireland's second largest municipal local authority, with a network of over 800 desktops spread across some 27 sites.

