

# Accurate IT Inventory Rescues Out-of-control Desktop Refresh Programme

One of the UK's largest banks had launched an ambitious desktop refresh programme but, with users selecting software for their replacement PCs on a whim, skyrocketing costs threatened to derail the initiative.

## The Problem - Software "Free For All" Threatens Desktop Refresh

Last year a big UK Bank launched an extensive desktop refresh programme with the expectation of increased productivity, enhanced security and reduced IT support costs. The ambitious and costly initiative was also greeted with enthusiasm from users who looked forward to new laptops and PCs. However, the programme, which was set to encompass a total of 16,750 machines across 800 locations, quickly hit problems that threatened to derail it.

Initial budget estimates soon proved inadequate, as user software requests were gathered. Indeed, the overruns were such that the viability of the initiative was called into question.

Across the organization users were adopting a shopping list mentality - requesting new software for their replacement machines without regard to budget, or requirements. However, the real problem was that the bank had no way to validate what was previously installed in order to provide a 'like-for-like' replacement.

## The Solution - Accurate Software Inventory

Although there were a number of network inventory tools already in place they did not provide a detailed and accurate inventory of software installed and in use. In fact, these tools only identified machines upon which agent software had been installed and was kept up to date. As a result a new means of gathering this information was required. iQSonar was selected as the best solution.

iQSonar was employed to create an accurate inventory of software on all machines across the network. This was completed in a matter of days, providing managers with a full view of software to be upgraded, as well as unused and unwanted licenses to be harvested. It also provided a complete inventory of all PCs, including machines to be scrapped, or redeployed.

“The fact that iQuate is clientless meant we could rapidly scan the entire network across all regions including over 800 locations.”



# The detailed software reconciliation generated some surprises, for example, savings in excess of €400,000 on Oracle licensing.

## The Benefits - Major Savings

All users were provided with like-for-like software on their new desktops and exceptions managed carefully through a process that required management sign-off. With the new and more realistic software requirements list the project was back on track. Indeed, the network inventory identified unexpected savings, pinpointing machines that could be exempted from the refresh because they were surplus to requirements, or had adequate performance specifications. As a result the project was delivered with savings of approx. £2.4m.

iQSonar enabled the project to move more rapidly and accurately through the refresh process, achieving the following benefits:

- Saving money by reusing existing software licenses and avoiding the purchase of unnecessary software licenses
- Monitoring progress of the refresh and saving time and rework by ensuring the refresh is right first time
- Ensuring ongoing reconciliation of software installed and in use, including where new software has been downloaded

“iQSonar allowed us to monitor the desktop refresh programme as it was implemented and to track progress throughout.”

## iQSonar - The Technology

The solution is a new breed of network audit, inventory and monitoring tools that provide managers with a detailed and accurate picture of all hardware and software on their network.

iQate's audit, inventory and monitoring suite, called iQSonar, enables organizations to discover, scan and track all PCs, software and devices in real time, pinpointing; licensing, utilization, compliance and other issues.

## About iQate

iQate did not invent network auditing and monitoring, we just made it faster, more accurate and more flexible. Organizations, such as Barclays, BT and PWC employ our technology to audit IT networks and discover new cost savings, efficiencies and compliance risks.

For more information visit [www.iQate.com](http://www.iQate.com)