

Microsoft Software Services Success Stories

Gauteng Provincial Government

Bytes was engaged by the Gauteng Provincial Government's Shared Services Centre to review existing licensing agreements and license entitlements, in tandem with performing a detailed software install and usage audit across ten Gauteng government departments, covering in excess of 25 000 hardware assets. With the resulting data, we were able to provide a detailed review of license entitlements compared with existing obligations, a plan to remove unnecessary and unused desktop applications as well as consolidate under-utilised server applications to realise licensing and operational savings of up to R10 million per year.

We also provided the Shared Services Centre with a complete and detailed set of SAM guidance materials covering the implementation and documentation for best practise SAM processes, procedures and roles and responsibilities.

Southern African Travel Company

Due to haphazard change control and software implementation processes, this prominent Southern African travel operator unwittingly exposed itself to significant and wholly unnecessary license non-compliance costs, primarily due to unplanned 'server-sprawl'. We were tasked to conduct a full review of the technical environment, change control and software deployment procedures and provided a server consolidation plan that, when implemented, saved the customer R4.5 million in Microsoft SQL server license compliance costs alone.

Microsoft

Bytes completed a global Microsoft compliance review in 2008 for an IT and business outsourcer. This organisation operates in 37 countries around the world with just under 40 000 desktops. The IT estate is a mixture of secure data centres and distributed desktops. The scope of the engagement included all Microsoft products spanning all platforms across the entire organisation. We used a variety of inventory technologies, the main being data extracts from SMS which was already in place as well as server questionnaires and templates to gain a full understanding of the configuration and usage of applications.