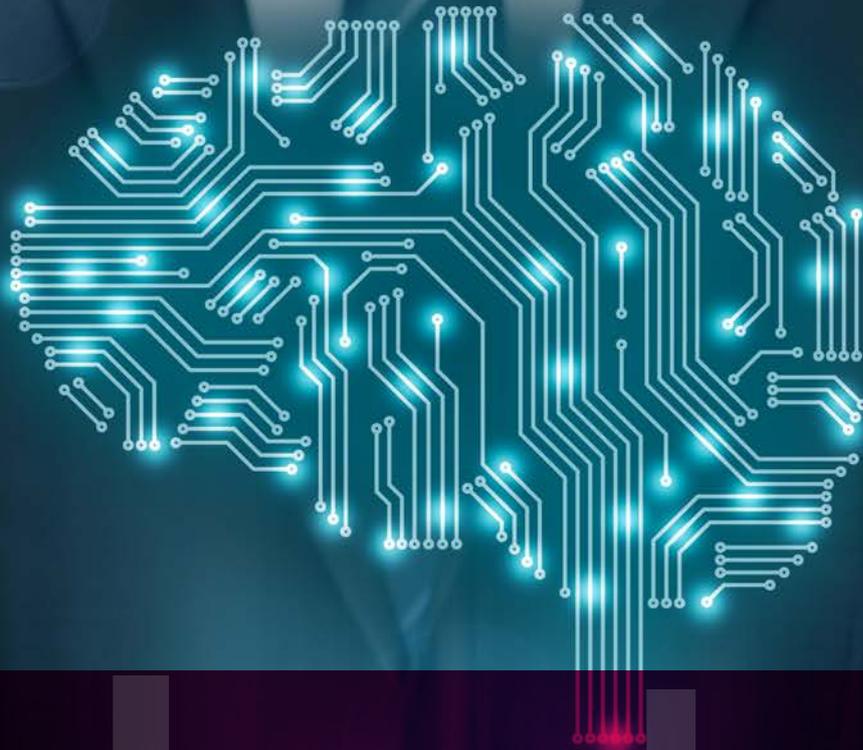


License Consulting Services



Licensing Intelligence Centre

On-demand licensing advice as an extension to your service desk.

Our on-demand service supports your organisation as an extension to existing service management activities. We provide licensing administration and query resolution along with processing of contract amendments, licensing requests and operational changes.

Insight 



Licensing Intelligence Centre

Business challenge

Software licensing expertise is difficult for organisations to build into service desk operations. Complex organisational structures, large data volumes and a demanding work culture can all contribute to the need for an on-demand help desk service. However, the cost to internally deliver and at the same time create a positive end user experience can be challenging.

Many basic selection of services, product versions or deployment methods having a large financial effect. The same applies when actions around existing contracts are not performed on a timely basis. This has led many organisations to bolster internal capability with reliable, up to date software licensing expertise and contract monitoring.

Our solution

Software licensing expertise is part of Insight's DNA. We have packaged these skills into our Licensing Intelligence Centre, a world class multilingual service desk.

- Central point of a contact for software licensing subject matter expertise.
- Pro-actively monitor licensing agreements to ensure the best commercial and compliance results.
- Business hours support, across the EMEA region, with out of hours support to global clients, with an in-built request tracker.

Benefits

- No searching for experts or unreliable internet sources
- Easy access, on-demand licensing expertise.
- Significantly reduced resource and knowledge management overhead costs.
- Short resolution times for software licensing queries.
- Reduced administration for licence and asset management.

Related services

- **Environment and Tooling** to provide clarity on the IT assets in your organisation and/or to manage associated tooling.
- **Purchasing and Entitlement** to efficiently manage and advise on software procurement decisions and drive fulfilment actions.
- **Governance and Compliance** to manage risks and change, support processes and good practice, plus provide insightful stakeholder reporting.
- **Lean Licensing** to optimise software consumption and procurement to its ideal running state.