



Case Studies

SAM Services

Inviso strives to meet the unique needs of each organization we work with to help them achieve their immediate needs and long-term goals.

Customer: Enterprise Manufacturing and Services firm

Engagement Overview:

The customer approached Inviso as they were getting ready for their annual Microsoft True-Up. They intended to use System Center Configuration Manager but realized the reports looked incomplete. They asked for Inviso's help to determine the final inventory numbers, particularly with the more complex CALs. With over 15K servers and workstations in their IT environment, the licensing was quite involved and carrying out an accurate license reconciliation required significant effort.

To help the customer with their True-Up, Inviso needed to go beyond the standard tool reports to get a complete picture of the complicated licensing situation. The team first had to enable CAL tracking within Configuration Manager, and then had to extract the raw inventory data for more granular, accurate processing and reporting than the inbuilt reports could provide. Inviso's licensing knowledge and ability to adapt to a complex environment resulted in a much smoother True-Up experience for this customer.

Key Results:

Deep licensing understanding and tools knowledge enabled Inviso to provide more complete reporting for a complex licensing environment.

Customer: Senior services provider

Engagement Overview:

Although SAM should ideally be implemented as a fundamental part of an organization's IT strategy, it's important to highlight those key organizational events where a SAM engagement can be particularly beneficial such as transitioning to new technologies or taking on a new IT role. The latter was the situation at a small elderly services provider; a new IT Manager was hired to replace the previous manager who had left suddenly.

Faced with a new IT environment and no transfer of knowledge, the new IT Manager was nervous about going through a licensing review. Inviso was brought in to assist with the review and to give the IT Manager a clear understanding of the firm's licensing position, highlighting any problems so the firm could properly resolve them.

Inviso was able to quickly provide the customer with a complete and accurate picture of the firm's software and hardware inventory and license position. Although the analysis did identify some licensing shortfalls, the customer was pleased to finally know what the bottom line was. The IT Manager had also been concerned about how stressful the process would be and was very satisfied with how straightforward it turned out to be.

Key Results:

SAM engagements can help firms through key events such as taking on a new IT Management position.

Customer: Midsize utilities management firm

Engagement Overview:

With an upcoming True-Up and no software inventory tool in place, the customer came to Inviso looking for help completing a System Center Configuration Manager deployment. They had planned to leverage Configuration Manager's inventory reporting for their True-Up and did not have much time before it was due.

Because the Microsoft Assessment and Planning Toolkit (MAP) is designed as an agentless tool for quicker assessment reporting, Inviso used MAP to quickly capture the data needed and assisted the customer in submitting an on-time True-Up. Inviso then assisted in designing and planning a basic Configuration Manager deployment.

The customer returned for further in-depth support in designing, documenting, and implementing a full production deployment of Configuration Manager. Inviso supported the customer through all phases and delivered a full production, functional tool. Of equal importance, the customer's IT staff was more than ready to leverage the tool based on the knowledge and experience they had gained by working with the Inviso team.

Key Results:

Broad SAM tools knowledge and technical expertise enabled Inviso to collect inventory data quickly to meet a short deadline while also assisting in implementing a long-term SAM tool and strategy.

Customer: Small medical research firm

Engagement Overview:

The customer was challenged by a need to meet rigorous Change Request Processes in line with FDA requirements. Inviso was brought in to assist in designing, documenting, and implementing test and production deployments of Configuration Manager in accordance with the strict requirements.

With Inviso's help, the customer was fully prepared in advance, was able to gain the needed approval in a timely, efficient manner, and successfully deployed the Configuration Manager tool to production without issue. To ensure there were no issues and to provide peace-of-mind, the Inviso team was on-hand throughout the entire process.

Key Results:

Inviso's experience, technical expertise and flexibility were key in helping to prepare the documentation and plans that resulted in a timely, successful Configuration Manager production deployment.

Contact us today to see how we can help.

www.invisio.com/SAM