



Inviso SAM Services



Frequently Asked Questions

About Inviso

Q. What is Inviso's background?

A. Inviso was founded by software licensing experts to provide Business Intelligence and Software Asset Management (SAM) services. Inviso has grown significantly in the past seven years, and has added business consulting and data-driven marketing services. Inviso is based in Bellevue, WA, with offices in San Jose, Amsterdam, Sydney, and Shanghai.

Q. How is Inviso different from other SAM Service providers?

A. Inviso's deep software licensing and data analytics expertise along with our extensive history working with leading software vendors allows us to provide our customers top quality service with:

- Senior SAM tool engineers on staff and relationships with SAM Tool development teams (ex: SCCM/MAP)
- Extensive in-house production IT and lab environments
- World Class Business Intelligence and Data Management capabilities
- The flexibility to assist customers with almost any need, ranging from a few hours of remote support and troubleshooting to onsite reviews to long-term services and support

Q. What types of skills do Inviso SAM consultants have?

A. Our consultants are highly skilled, with Business Intelligence and Data Analytics backgrounds and licensing expertise. They have enterprise-class, senior IT knowledge and experience, along with a solid grounding in organizational processes and business objectives.

Q. What is Inviso's relationship with Microsoft?

A. Inviso is a Microsoft Partner with a Gold Certified Competency in Software Asset Management and a Silver Competency in Data Platform. Gold Certified Partners are the top level of Microsoft solutions partners and have direct access to Microsoft tools and support.

Q. What is Inviso's relationship with Adobe?

A. Inviso has a long-term relationship with Adobe, is a member of the Adobe SAM Partner Program, and is highly experienced with Adobe licensing.

Q. Are you qualified to carry out SAM engagements for environments with non-Microsoft/Adobe products?

A. Absolutely. Our consultants are highly experienced and understand fundamental corporate objectives, allowing them to transition to other environments quickly. Inviso analysts have a deep understanding of licensing rules and are fluent in analyzing data generated from a wide variety of tools. If we don't have enough depth in a particular vendor's licensing we'll let you know before we get started – the last thing we want to do is disappoint.



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Q. What types of SAM Tools do you have experience working with?

A. We work with popular tools like the Microsoft Assessment and Planning (MAP) Toolkit, Microsoft System Center Configuration Manager (SCCM), System Center Essentials, Intune, and Symantec's Altiris. We have the flexibility and expertise to quickly adapt to other tools you may be using or that better match your needs. Inviso also has experience developing supporting "light" tools to augment the SAM process when necessary.

Q. What type of feedback have you had from previous clients?

A. We request formalized customer feedback as a standard part of our engagement process. Our customers are pleased with the high level of competence shown by the Inviso team, the results-driven focus, excellent support, and the way Inviso's licensing knowledge helps to simplify the SAM process to make it a more relaxed, less stressful experience. Customers appreciate that the Inviso team works hard to streamline the process and provide detailed, accurate results.

About Inviso SAM Services

Q. What size company do you support?

A. We are happy to help with any size organization, and are experienced with everything from very small (<10 PCs) to enterprise (125K+ PCs) and sizes in-between.

Q. Are you able to handle an assessment of any type of IT environment (simple to complex)?

A. Yes, leveraging a scalable methodology and a range of technical capabilities and tools we can successfully and efficiently review an environment of any size and topography.

Q. How do I decide which SAM Service I need?

A. We will work with you to discuss your organization's current SAM processes, pain points, and business needs to help determine what service(s) will provide the most ROI and impact.

Q. What is the difference between the SAM Services you provide?

A. The standard SAM Services are outlined below. Feel free to contact us if you have any questions or have specialized needs; we have the skillsets and flexibility to help.

- **SAM Baseline:** Inventory of deployed software assets, review of corresponding customer license documentation, virtual, hosted, or cloud-based solutions, and identification of any opportunities for improvement.
- **SAM Assessment:** Review of customers' existing processes against SAM Optimization Model framework, identifying improvement opportunities and associated ROI.
- **SAM Deployment Planning:** Provides deployment assistance for processes and technologies to support key SAM areas, including deployment, metering, inventory and control. Services range from Proof-of-Concept through full deployment.

Q. What do I receive at the end of the process?

A. The final deliverables will vary based on the type of engagement. A SAM Baseline or SAM Assessment engagement will result in the delivery of a detailed Final Analysis Report. Customers undergoing a SAM Deployment Planning engagement will receive a Proof-of-Concept Report and presentation, and in some cases, a full deployment.



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About SAM

Q. Is a Software Asset Management engagement the same thing as an audit?

A. No. Software Asset Management is an on-going business process designed to help organizations manage and optimize their software assets through all lifecycle stages. Ideally, SAM should be integrated as part of an organization's overall IT business strategy.

Q. How does SAM help me?

A. Compute, storage and network environments are fundamental to businesses success today, and a firm's software assets are a crucial element. SAM can help organizations save money, minimize risk, and maximize IT responsiveness and end-user productivity.

Q. How long is a SAM engagement?

A. For discrete projects, the length of time depends on the type of engagement, complexity of the project, and the size of the organization, ranging from two days to two months. Inviso can also be retained on a long term basis to assist as-needed with a variety of software licensing needs.

Q. What can I expect from a SAM engagement; is there much disruption to day to day work?

A. Once our consultants meet with you to identify exactly what your organization needs, they will give you a precise understanding of the process. Our goal is to work as quickly and efficiently as possible to minimize the impact to your organization and the amount of time you need to commit.

Q. Isn't this just a way for software vendors to make you buy more of their products?

A. SAM enables organizations to identify what software they own and compare it to what software they actually need, highlighting areas that are over- or under-licensed. SAM provides the visibility to make informed IT decisions, get maximum value from its existing IT assets and become well-positioned to make the right choices about future investments.

Q. What happens if it is determined that I need to buy more licenses? Do you report me to Microsoft or Adobe?

A. No reporting is made back to a software vendor when engagements are customer-funded; results are strictly confidential and kept private. When engagements are funded by a vendor then some reporting back will be done. For example, if Microsoft funds an engagement, the Effective License Position (ELP) is shared with Microsoft per the engagement agreement.

Q. Do you have a partner/reseller you refer customers to?

A. No, we do not. We believe that we provide the best service to our clients as truly independent consultants with no relationships or incentives biased towards the sale of software.