

Case Study

Manufacturing & Automotive

Livingstone helps global manufacturer make optimized move to cloud & achieve significant savings

Exec Summary

This Livingstone customer is a major manufacturing company. A European-headquartered organization with services in over 140 countries, it is one of the largest manufacturers in the world.



The challenge

From Audit Assessment to Managed Service Provider

Livingstone was initially contracted over 3 years ago by this organization to provide a second opinion on its internal Microsoft estate audit. As a result of an in-depth estate analysis, Livingstone's team of licensing experts was able to identify and mitigate a multi-million-dollar compliance risk. Following on from the success of this project, further negotiations later that year resulted in Livingstone providing a continuous service to manage the organization's entire Microsoft estate.

In particular, the organization wanted Livingstone's experts to help support and guide it on its cloud journey and optimize its current and future Microsoft requirements. As a global, complex organization that operates within an industry highly subject to economic change, it was particularly important to the organization that it had a flexible, simplified, subscription-based licensing model that could withstand any market developments and also enable it to easily transition from on-premise solutions to the cloud if and when required. Following on from Livingstone's findings from the internal audit, the organization also knew it needed to ensure the mitigation of future compliance risks.

These requirements would mean forming a bespoke vendor negotiation structure and optimizing its existing contract. Thanks to Livingstone's past success, the organization knew it was in safe hands.



The process

Preparation & Groundwork

As a worldwide company with various software requirement to cover the needs of many different departments, from production plants and design centers to corporate offices, the organization's Microsoft licensing needs were complex. The organization also had over 30 different live contracts with Microsoft, further complicating matters.

Having looked closely at the organization's entire Microsoft estate during the initial audit, Livingstone's experts assigned to the case had a thorough understanding of the organization's current and future requirements and were able to get straight to work.

From the outset, Livingstone's experienced and dedicated team also worked closely with the organization's procurement and IT departments to assess the organization's requirements and achieve the best possible outcome. Livingstone also encouraged and implemented involvement from all key stakeholders, from executive level down, to make everyone aware of how an optimized contract and negotiation process would only benefit the business.



The outcome

A Strategic Relationship

Due to its successes, Livingstone continues to work with the client on a continuous basis. In particular, the organization is aiming to educate internal stakeholders about the software optimization process. Rather than manage this internally, the organization identified the significant advantages of outsourcing Livingstone as a third-party expert that would be able to continuously provide knowledge and up-to-the-minute information.

Livingstone will also continue to support with any Microsoft licensing projects, mid-term contract negotiations and provide regular health checks for any on-premise solutions. In addition, Livingstone will work to identify any future compliance risks, see where cost-savings can be made and provide intelligent market insights.

“For us, helping the client to realize significant cost savings while also ensuring their new contract met all of their cloud requirements was vital. We knew that they wanted as flexible a licensing model as possible, & as a result of our industry expertise & our in-depth knowledge of their estate, we were able to make this happen.

We look forward to our continued relationship & to supporting them on their software & cloud journey.”

-Director Microsoft Consulting, Livingstone



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