

# Testing, Inspecting and Certification Provider

## Exec Summary

### Microsoft made easy: how one procurement team used Livingstone to better understand, optimize and license Microsoft 365 and Azure.

It's an age-old story. The bigger the company, the larger the software requirements. Faced with a growing Microsoft estate and multiple stakeholders from all corners of the globe, one leading provider of Testing, Inspecting and Certification (TIC) realized it was time to improve their competitive edge.

They partnered with Livingstone on a Managed Service for Microsoft 365 and Azure which has since helped turn many moving parts into enduring cost savings, resulting in the organization going from strength to strength.



### The challenge

#### Managing software, satisfying stakeholders and securing the bottom line

Procurement teams know the balance of stakeholder management. IT teams, business requests and external supplier demands must be coordinated such that cost savings can be continuously identified and the best possible software agreements sourced.

Working with teams in different time zones is one of the daily obstacles many of us face, particularly when working to tight timelines.

For this procurement team responsible for managing its organization's entire digital and IT estate, they were not an exception.

Said organization is a leading provider of Testing, Inspection, and Certification (TIC) services. With Microsoft as its biggest vendor, stringent software audits and multifaceted contract negotiations are par for the course.

Amidst these, the organization's procurement team needs good, accurate data to help cut costs and build confidence – so Livingstone stepped in to provide a managed service for Microsoft 365 and Azure.



### The solution

#### Helping procurement teams get the bigger picture

With Livingstone's managed service, the business helps demystify the client's entire Microsoft estate.

It helps build a broader understanding of what's working, and what's not; which process can be tightened, and which users need migrating; what risks lie in store, and how best to avoid them.

Armed with this understanding, the client can better manage their consumption, predict future usage, and negotiate contract renewals with confidence.

Illuminating the ins and outs of Microsoft 365 and Azure puts the client on the front foot and the power firmly in their hands.



With Livingstone on board for the past three years, the team gained some much-needed breathing space, as our client recalls: *"With Microsoft, we have around 15 different internal stakeholders, and myriad complexities. However, Livingstone was able to streamline these operations."*

*"Livingstone is the expertise that I need to manage the Microsoft account,"*  
our client comments.

*"They provide us with reporting and the metrics on how Microsoft's performing over time and help us to do what we need to do to save money, reduce costs and reduce risk."*

When managing licensing for an organization of this size, some things may inevitably fall through the cracks. But they don't fall far thanks to Livingstone's managed service which acts much like a safety net.

*"They have that oversight of when we've fallen by the wayside. Their role is to keep prodding us to help bring us back in line."*

## Solutions in action

Improve Visibility of Software License Positions

Take Control of Software Costs

Reduce Compliance Risk

Negotiate a Mega Vendor Renewal



## The outcome

### Cutting costs: all part of the deal

Cost-saving metrics are baked into every contract between Livingstone and its clients. Things were no different in this case, and then some: *"When you measure the pound sign, you do outperform what it says in the contract."*

It is an attitude that extends beyond the contract. Helping teams get the best possible deal out of every software license is baked into Livingstone's ethos. *"It's all about the team for me,"* our client comments.

Speaking of Livingstone's Customer Success Director Carly Madders, they continue: *"The relationship and trust I have for Carly allows me to know, that if she says*

*she will do something, I know she will, and that's a game changer for me."*

Cost savings are just one part of a bigger picture – one that instills teams with the confidence that they are effectively understanding, managing and maximizing their software estate, no matter how large or small it may be:

*"It's about knowing that it's clean,"* our client comments. *"Knowing that the contract with Microsoft is exactly where it should be.*

*That's invaluable."*

Enabling you to control and optimize your investments in software and cloud.

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