livingstone

SAM Managed Service

The Livingstone SAM Managed Service helps organizations gain visibility and control of their software and cloud spend, with an emphasis on optimization and risk management to bring about cost savings.

Working with everyone from SMEs to large multi-nationals across 45 countries, the service supports your entire software estate, from large mega-vendors like Microsoft, Oracle, and ServiceNow, to tail spend vendors, those below a certain spend threshold where traditional SAM Managed Services have struggled to provide value.

Livingstone methodology

Livingstone's unique methodology uses an outcome-based approach for each publisher, with the right level of effort applied to achieve the desired outcomes. Each service is based on comprehensive discovery and analysis work, using specialised **Contract Intelligence** techniques, to create a trustworthy software contract and entitlement baseline.

The service will typically comprise of many service elements based on a customer's specific requirements, and may include:

Service elements

Publisher Management and Optimization
This is the core of our SAM Managed Service and includes Effective License Positions (ELPs) and compliance analysis. Publishers' risk is understood and mitigated, cost saving and avoidance opportunities are identified, and complete visibility is bought to the software estate.

SAM Maturity, Transformation and Governance
A full suite of services that help organizations understand their current maturity, provide feedback on areas of improvement, and move maturity forwards by implementing policy, process and SAM governance.

License Service Desk

The License Service Desk allows skilled Livingstone experts to act as an extension of your organisation's SAM function, answering end-user queries on software licensing and/or acting as a part of the software request workflow – including allocating users to software products where licenses are available and portal access is granted.

Publisher Audit Support

Provides complete support when a software publisher audits including the creation of an Audit Playbook, verification of validity of publisher audit data requests, current estate risk analysis and mitigation actions, and support to minimize any potential negative findings.

Cloud Cost Optimization and FinOps

FinOps aligned maturity assessments, and the use of tooling to analyze Cloud billing and performance statistics, allows for insights for Cloud Cost Optimization.

A no risk, self-funding journey

For new customers who want to understand the risk and opportunities inherit within their software estate - or for those who have become disillusioned with their current SAM capabilities - the Livingstone SAM Managed Service offers **discovery work at no cost** to the customer.

This is followed by Proof of Value engagements, which demonstrate the ROI and value that can be achieved with effective SAM management. We work with clients to identify where savings opportunities can be made, which can then be used to pay for larger, ongoing managed services.

Discover how to evolve your SAM with Livingstone

Contact us today.

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