Revolutionizing Healthcare Technology Management

In the fast-paced world of medical technology, having the right software—and control over it—is as crucial as the innovative devices themselves. The customer - a global leader in medical technology, understands this better than most. With operations spanning more than 25 countries and a portfolio that leverages cutting-edge digital and robotic technologies, the customer's commitment to enhancing mobility and improving health worldwide demands nothing less than excellence in every aspect of their operations—including software management.

A Tangle of Licenses and Compliance Risks

The customer faced a common yet critical challenge: a fragmented and inefficient software asset management (SAM) system. Their existing system for SAM, struggled to keep pace with the company's dynamic needs, leading to numerous challenges.

- **Gaps in tracking software licenses** lead to underutilization and unnecessary costs

- Without real-time visibility into software usage, the **risk of non-compliance** loomed large

- Reliance on spreadsheets and outdated tools introduced **human error** and inefficiency

- **Critical functions** like software reclamation and license optimization were painfully **manual**

A Common Pain Point among these challenges was managing Adobe licenses, which stood out as a particular thorn in the customer's side.

- Reclaimed 187 software licenses, optimizing asset use.

- Achieved 4x ROI in just 4 months.

- $700,000 saved from Adobe reclamation.

- Automated license management for Microsoft, Adobe, & Oracle.

Global MedTech Leader Achieves 4x ROI in 4 Months with ServiceNow Software Asset Management

As many organizations have discovered, Adobe's complex licensing structure can be a significant drain on resources if not managed properly. However, it's also an area where effective SAM can quickly demonstrate its value, offering a substantial return on investment through optimization and reclamation.

Enter INRY: Implementing ServiceNow Software Asset Management

Recognizing the need for a modern, integrated approach to software asset management, the customer turned to INRY, an elite ServiceNow partner. INRY's task was clear: implement ServiceNow's Software Asset Management Pro (SAM Pro) to streamline the customer's software lifecycle management.

INRY's approach was comprehensive, leveraging key ServiceNow modules to create a cohesive SAM ecosystem:

- **Discovery**: Configuring MID servers and integrating vCenter for comprehensive asset visibility

- **CMDB**: Ensuring data accuracy and system stability with meticulous configuration

- **Automation:** Implementing robust and automated license management for key vendors like Microsoft, Adobe, and Oracle

- **SAM Workspace**: Deploying an intuitive interface for efficient software asset lifecycle management

Reaping the Rewards: Tangible Benefits and Quick ROI

The results of the ServiceNow SAM Pro implementation were nothing short of transformative:

- **Crystal Clear Visibility**: Enhanced control over software assets across the organization

- **Optimized Usage**: Reclamation of 187 software licenses during the pilot phase, with significant savings from Adobe alone

- **Compliance Confidence**: Improved audit readiness and reduced risk of penalties

- **Efficiency Boost**: Automated lifecycle management tasks streamlined operations

- **User Experience**: An intuitive SAM Workspace enhanced engagement and simplified navigation

- **Substantial Savings**: A remarkable 4x ROI achieved within just 4 months of investing in ServiceNow SAM

Best Practices for SAM Implementation Success

The customer's journey offers valuable insights for organizations looking to enhance their SAM practices:

- **Integrate Holistically**: Ensure your SAM solution integrates seamlessly with existing IT service management processes

- **Prioritize High-Value Vendors**: Focus initial efforts on vendors like Adobe, where optimization can yield quick, significant returns

- **Automate Intelligently**: Implement automation for reclamation, usage tracking, and reporting to maximize efficiency

- **Engage Stakeholders**: Involve key stakeholders from IT, finance, and business units throughout the implementation process

- **Continuous Optimization**: Treat SAM as an ongoing process, regularly reviewing and adjusting strategies to maintain optimal performance

The Road Ahead: Continuous Innovation in Software Management

With INRY's expert implementation of ServiceNow SAM Pro, the customer has addressed its immediate software management challenges and laid the foundation for long-term success. As the medical technology landscape continues to evolve, they are now well-positioned to manage their software assets with the same innovation and precision it brings to improving patient lives worldwide.

In an industry where every second counts, efficient software asset management isn't just about cost savings—it's about ensuring that life-changing medical technologies are supported by equally impressive digital infrastructure. This success story with ServiceNow SAM and INRY serves as a powerful testament to the transformative potential of strategic software asset management in the Healthcare & Life Sciences industry and beyond.

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