



ensure ITAM tooling delivers real value & roi

design, deploy & manage ITAM tooling right first time

the challenge

Ensuring your SAM, ITAM & FinOps tooling is accurately reporting your software estate and cloud ecosystems is critical to the management of your IT estate. You need to ensure your new tooling is designed, deployed and managed successfully. Synyega is here to help.

Its is well documented that well over 40% of IT projects fail to deliver original objectives that were originally set out, so its critical you get your tooling investments right first time to enable effective data driven decision making. Successfully designing and implementing a modern tooling platform to manage business critical software and cloud assets and their contracts requires specialist expertise. How your system is designed, configured and integrated with other business systems is only half the story, to be truly successful and deliver on your goals you need to also define robust policies and processes too.

our services

Due to the size and complexity of many organisation's IT estates, it is critical that enough specialists with ITAM expertise and knowledge are assigned to successfully implement a tooling platform. However, designing, deploying, configuring and integrating your platform can be time consuming and disruptive to an IT operation and wider organisation.

Our team of highly experienced experts will be on hand to own the design and implementation process for your project, minimising any potential disruption that would normally be experienced. They will work in close partnership with your organisation to deliver the project plan within agreed timescales and to the agreed budget.

Our proven methodology normally includes a series of kick-off and scoping workshops with key stakeholders, combined with a detailed research and investigation phase completed by our expert consultants. From this they will produce detailed gap analysis reports and project plan. Then during the implementation and configuration phases, thorough and repeated testing of your platform will take place to ensure a successful outcome and project sign-off.

service benefits

- Accurate visibility of software & cloud environments
- Reduced implementation time for tooling
- Dashboards & reporting for improved decision making
- Faster time to value & ROI from tooling investment
- Promotes software & cloud management best practice

key service deliverables

Tooling requirement & best practice workshop for key stakeholders

Full technical setup & configuration of your chosen tooling platform

Integration of key data sources and systems

Dashboards set-up - including standard and bespoke dashboards that need to be created

Identification of user requirements for automated reporting (including frequency & schedules)

Your policy & procedures are reflected in the tool to ensure best practice in your business

Automation & Alerts – what functionality users need to perform their roles optimally

related services

- 1 Audit Defence
- 2 ITAM Maturity Assessment
- 3 IBM ILMT Services



advisory

Choosing the right tool can be a daunting task, how do you ensure you pick the right one to match your organisation, its software and cloud estate, people, processes and business systems? With a myriad of software vendors and resellers wanting to sell you their solution, it is vitally important that you get an independent, impartial and objective view of which tool is the best fit for your organisation. Our Advisory service offers you...

- Review of current ITAM capabilities, objectives & strategy.
- Recommendations for tool(s) that meet you unique needs
- Implementation plan including integration, configuration & support needs
- Process optimisation, including workflows, asset tracking, compliance, risk & gap analysis.

health check

It's critical that your existing ITAM platform has been deployed, configured and integrated correctly to achieve potential returns from your investment. Typically we are finding that clients have either not implemented their platform correctly, or are not maintaining its configuration, integration or reporting functionality to ensure their IT estate remains compliant, optimised, agile and secure. Our ITAM Tooling Health Check service helps clients understand existing issues and take steps to remediate them our service includes...

- Review of inventory coverage & accuracy
- Compliance check with existing agreements & policies
- Current tool performance review & operations impact of issues identified
- User feedback on tool usability, ease of use & effectiveness
- Action plan for issue remediation.

implementation

It is critical you deploy your ITAM tooling it right first time to optimise time to value and ROI on your tooling investment. Successfully creating a centralised database to manage business critical software and cloud assets and their contracts requires specialist expertise, Synyega is here to help ensure your tooling is designed and deployed successfully. Our technical services include...

- Configuration, set up & customisation to your unique needs
- Successful data migrating of existing asset data to your tool
- Testing & go live support for your team during deployment
- Training sessions for your administrator & end users as required.

integration & configuration

Ensuring your ITAM tooling is accurately reporting your software assets and cloud services is critical to the effective management of your IT estate. If your tooling is not correctly integrated into your organisations data sources correctly and your chosen platform isn't configured correctly, chances are your dashboards, reports and management won't be complete and accurate. If that's the case its unlikely that your organisation will be compliant, secure or in an optimal commercial position with suppliers and reactive to serious challenges. You could be facing substantial business risk. Our services include a review of existing integrations and system configuration...

- API integrations that allow effective data exchange
- Data mapping between disparate systems
- User access controls and reporting requirements
- Testing of workflows and policies.



programme of management

The importance of having an ongoing programme of tooling management and governance cannot be underestimated. Without it chances are you won't be compliant, secure or in an optimal commercial position with software and cloud vendors for very long. We often find clients lack in-house resources with the specialist tooling skills and knowledge needed to maintain and drive value from their tooling investments. We can build an ongoing programme of management that meets your unique requirements, this normally follows a full Health Check and will typically be made up from the following at a defined frequency that suits your needs...

- Identifying, verify & catalogue all assets & services that need to be reported including regular gap analysis
- Integration with existing system such as CMDB, procurement & security platforms
- Policy & compliance setup & reporting for license & audit preparedness
- Uploading & tracking of software licenses, subscriptions & agreements
- Regular adding of entitlement & compliance positions within the toolset as needed
- Associate entitlements with specific users, devices or departments
- Automate renewals, expirations & usage limits – configuration and enablement of alerts
- Comparison of entitlements against actual usage to detect under- or over-utilisation (product mapping)
- Generation of audit-ready reports to simplify regulatory checks & vendor audits (automated consumption reporting setup)
- Define user access controls & role-based permissions for compliance data
- Integration with security & procurement systems for effective governance, risk & security alerts

- Automate corrective actions (e.g, license reclamation for inactive users)
- Use dashboards & analytics to track compliance health
- Process documentation – regular update of entitlement data to reflect new purchases or contract changes
- Periodic reviews to validate compliance position
- Configure tool to align with existing or new operational processes & functions
- New user onboarding – access & role management
- Regular platform testing & validation
- Operational training & documentation aligned with the business
- Performance monitoring & optimisation
- Change reporting as needed.

why work with synyega

Our team of experts have many years of experience and certified in both ITAM and FinOps, we help to promote best practice and are active members of the FinOps Foundation and ITAM Forum. We empower clients to discover, optimise & manage their software & cloud investments through our multi award-winning services, we have helped our clients to service benefits save or avoid over £1bn in costs to date.