

Trustworthy Data Tools+ Services

Realize the full value of your SAM/ITAM Tooling with expert help from Livingstone Group

At Livingstone Group, our global team of experts augment your Software Portfolio Management (SPM) program, unlocking the full potential of your chosen ITAM & SAM tool and providing a truly effective answer to the risks of overspend, audit and sprawl. To ensure that you get the most out of your SPM program and ITAM platform, Livingstone Tools+ addresses skills and functionality gaps through three distinct services:

SPM Advisory

A good ITAM Tool will give you solid information but not great advice

Livingstone's experts will work with you to understand your business goals and align the SPM priorities accordingly. We compare your SPM objectives against existing resources and skills and provide recommendations addressing the gaps. Our specialists provide ongoing advisory support, reviewing progress towards goals, ensuring the SPM program remains aligned with business priorities and assuring the Asset Managed platform is being used effectively.

Entitlement Management

Entitlement is the Achilles heel of most SPM programs

Livingstone boasts the world's largest team of software licensing specialists who know how to capture, manage and reconcile your software entitlements and contracts. Our licensing knowledge ensures that the right licensing parameters are applied to the right applications throughout your environment, something most Asset Management Tools cannot do automatically. Even if your tool doesn't support particular vendor licensing schemes or apply multiple licensing metrics to the same application, we will still create an accurate Effective Licensing Position (ELP) for all your key software publishers.

Non-Instance Data Management

The difference between Ineffective & Effective License Positions

More software licensing than ever is now reliant on 'Non-Instance Data' such as employee headcount, transaction volumes, Client Access Licenses, server cores, etc. Our experts can help you ensure this vital information is collected and included in your SPM program, even if your Asset Management Tool doesn't support it. This ensures that you have a truly reliable ELP.

“Through 2020, only 25% of enterprises will be satisfied that their SAM tool purchases align well with pre-purchase expectations of value.”

Christy Pettey, Gartner

“ITAM Tools are rarely the silver bullet they are marketed to be. Without specialist skills and careful data management, you won't be able to rely on them when defending against an audit, identifying cost savings opportunities or enforcing governance standards.”



Why you need Livingstone Tools+

ITAM Tools are rarely the silver bullet they are marketed to be. Without specialist skills and careful data management, you won't be able to rely on them when defending against an audit, identifying cost savings opportunities or enforcing governance standards. Having these expert skills in house is costly and hard to find. Our global team has the specialist skills you need to augment and transform your ITAM Tool into a truly valuable management platform.

Key Service Features:

Account Management

- Dedicated customer account manager
- Monthly / Quarterly reviews

SPM Advisory

- SPM Best Practices advice & alignment
- SPM program goals & KPI setting
- Skills gap analysis
- Benchmarking for SAM/ITAM maturity
- Business case & executive sponsorship support
- Software publisher prioritization
- 'Licensing help desk' on-demand

Entitlement Management

- Entitlement discovery & capture
- Advice on contracts & use rights
- Vendor contract consolidation
- Entitlement upload*
- Entitlement reconciliation*

Non-Instance Data Management

- Advice on key non-instance data types
- Guidance on how to collect non-instance data
- Population into Asset Management Tool*
- Incorporating non-instance data into ELP calculation*

* May be managed in your ITAM/SAM Tool or by Livingstone Group directly, subject to tool functionality.

Benefits

Don't allow your ITAM Tool to become shelf ware



Provide true protection from audits & overspend



Address internal skills gaps



Overcome tools shortcomings

Our vision is to be the leading independent, global provider of Software & Cloud Portfolio Management and optimization services for our clients and partners.

Providing the intelligence our clients use to govern their digital transformation journey. Optimizing their software portfolio to avoid unnecessary cost and risk, whilst driving value from their software and cloud investments throughout their lifecycle.