



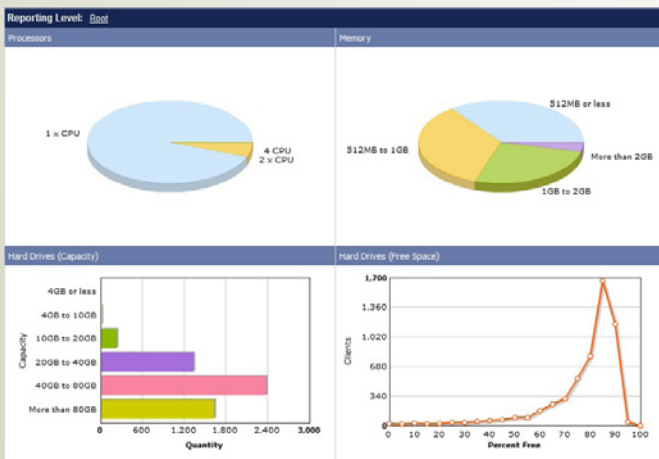
Hull City Council takes a new direction to improve their IT Asset Management capability

By replacing Centennial Discovery with AssetStudio® and Certero SoftwareMetering for Decision Makers®, IT Asset Management finally delivers to expectations

Customer Profile

With almost 250,000 residents and a student population of 16,000, Hull is a magnificent waterfront city that boasts a relaxing atmosphere and a mix of culture, shopping and nightlife, making Hull a great place to live, learn, work or visit.

Located on the bank of the River Humber, Hull is a vibrant European city and cultural centre as well as a major port that handles 15% of the UK's seaborne trade.



The Challenge

Hull City Council had used the Centennial Discovery product for more than 4 years.

This was integrated into the Axios Assyst Service Management product to feed asset information, for over 5000 computers across more than 200 sites, into the configuration management database (CMDB). Hull City Council had a particular problem with users moving desktop computers between or within sites, generating help desk calls when their computer no longer worked.

Hull City Council required:

- The capability to capture computer switch port history to track computer moves
- The capability to Identify unmanaged hubs and switches under desks
- Integration into the Axios Assyst CMDB for configuration history
- The capability to remotely deliver software packages and patches
- Knowledge of what software was actually being used and more importantly what was NOT being used
- A comprehensive solution for license management was needed to strengthen the processes required for Software Asset Management (SAM)
- An asset management solution that can be used by all areas of the IT department



The Solution

Certero AssetStudio® and Certero SoftwareMetering for Decision Makers® provided Hull City Council with:

- A discovery of all networked computer hardware across their sites
- A full hardware and software inventory of their client computers
- The ability to capture client computer switch port history
- The ability to identify the switch port location of any computer
- The ability to identify free switch ports
- The ability to know what software was and was NOT being used
- A comprehensive but simple import of software licences to establish an Effective Licence Position (ELP)
- An integrated “real-time” view of software licences and compliance
- Ability to integrate into the Axios Assyst service management tool CMDB
- A web based asset management solution that could be used by everyone in IT

“AssetStudio’s software deployment has improved our PC update process. We can identify where updates need to be made and deploy them directly from the service desk, without disrupting staff. The tool also allows us to be specific, so if one particular site needs a new work application or assistance with a computer, we can do this centrally.

“We’re happy with Certero’s solution as it provides us with reliable and accurate information for resolving network issues and providing support for Council staff, so they can concentrate on their core duties. AssetStudio® and Certero Software Metering for Decision Makers® both require low maintenance overheads and sit in the background, running smoothly,” concludes Moffat.

Licence Dashboard					
Vendor:	Microsoft	Category:	Office Suites	Licence Type:	-- All Licence Types --
Microsoft Office Developer [SW]					
Licences					
Description	Type	Purchased	Used	Others	Available
Microsoft Office Developer XP	Corporate	1	0	0	1
Microsoft Office Developer 2000	Corporate	0	0	0	0
Microsoft Office Developer 97	Corporate	2	0	0	1
No Software Assigned					
Microsoft Office Enterprise [SW]					
Licences					
Description	Type	Purchased	Used	Others	Available
Microsoft Office Enterprise 2007	Corporate	0	0	0	0
Software					
Title	Installed	Excluded	Required	Licensed	Variance
Microsoft Office Enterprise 2007	2	0	2	0	-2
Microsoft Office Mac [SW]					
Licences					
Description	Type	Purchased	Used	Others	Available
Microsoft Office Mac 2004	Corporate	0	0	0	0
Microsoft Office Mac 10.0	Corporate	0	0	0	0
Microsoft Office Mac 2001	Corporate	0	0	0	0
Microsoft Office Mac 98	Corporate	3	0	0	2
Microsoft Office Mac 4.2.1	Corporate	1	0	0	1
No Software Assigned					

The Benefits

- Central tool for recording licence information
- Reduces time and frees up valuable resources with Software Delivery function
- Simplified targetting systems through dynamic and static grouping of assets
- Optimised Licence Position (OLP) providing information on unused software for reharvesting



Certero Products are Compatible with Windows® 7 and have been tested to meet all of the technical requirements to be Compatible with Windows® 7.

What the Customer Says

Steve Moffat, Principal Strategic Infrastructure Officer at Hull City Council, explains, “We can’t afford to waste time searching for information on the system. For example, if a PC user reports a service request, an incident or requires an application update on their computer, we need to deal with it immediately. Certero’s tools give us the information we need, and the web interface feature means we can pull up the details we need in a matter of minutes to make informed decisions.”

Moffat adds, “SoftwareMetering for Decision Makers integrates seamlessly into our service desk and tells us everything we need to know about our software usage. For example, if a PC has an application that is not being utilised we can remove it and reallocate it. This saves us investing in additional software licenses that we do not need.

About Certero

Certero is a specialist software vendor of Software Asset Management and PC Power Management solutions. Headquartered in the UK with offices in Australia and South Africa Certero delivers innovative solutions to help organisations remove complex processes to drive efficiencies in their IT investments.

Certero customers are drawn from across the public and private sector and our solutions have enabled organisations to cut CO2 emissions and save thousands on licensing expenditure

For information

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