



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

By replacing Centennial Discovery with AssetStudio™ and Software Metering for Decision Makers™, IT Asset Management finally delivers to expectations

certero  
**AssetStudio™**  
Enterprise IT Asset and Systems Management

certero  
**SoftwareMetering™**  
For Decision Makers

## 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

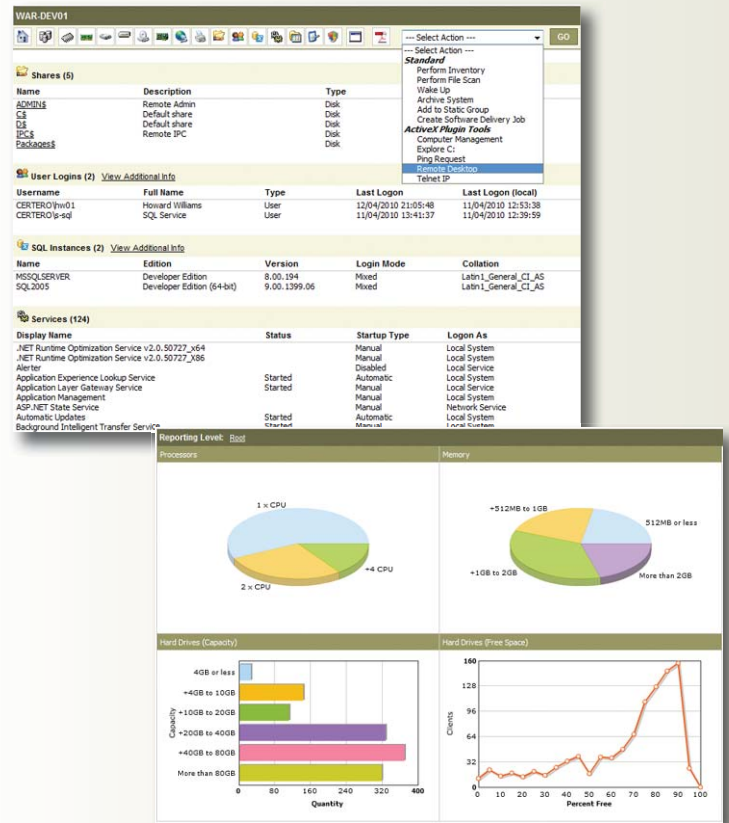
Licence Dashboard					
Vendor:	Microsoft	Category:	Office	Display	
<b>Microsoft Office Professional</b>					
<b>Licences</b>					
Description	Type	Purchased	Used	Thin Clients	Available
Microsoft Office Professional 2003	Corporate	500	321	0	199
Microsoft Office Professional 2000	Corporate	20	0	0	0
<b>Installed Software</b>					
Title	Product Code	Installed	Licensed	Variance	
Microsoft Office 2000 Professional	(00010479-78E1-11D3-860F-006097C998E7)	3	3	0	
Microsoft Office 2000 SP1 Professional	(00010479-78E1-11D3-860F-006097C998E7)	15	15	0	
Microsoft Office Professional 2007	(90120000-0014-0000-0000-00000000FF1CE)	11	0	-11	
Microsoft Office Professional 2007	(91120000-0014-0000-0000-00000000FF1CE)	3	3	-3	
Microsoft Office Professional Edition 2003	(90110479-6000-11D3-8CFE-0159048383C9)	39	39	0	
Microsoft Office XP Professional	(90110479-6000-11D3-8CFE-0050048383C9)	265	265	0	
<b>Microsoft Office Professional Plus</b>					
<b>Licences</b>					
Description	Type	Purchased	Used	Thin Clients	Available
Microsoft Office Professional Plus 2007	Corporate	50	0	0	50
<b>Microsoft Office Standard</b>					
<b>Licences</b>					
Description	Type	Purchased	Used	Thin Clients	Available
Microsoft Office Standard 2007	Corporate	760	82	0	678
Microsoft Office Standard 2003	Corporate	218	215	0	345
Microsoft Office Standard SP	Corporate	109	0	0	0
Microsoft Office Standard 07	Corporate	168	0	0	0
Microsoft Office Standard 07	Corporate	78	0	0	0
Microsoft Office Standard 2000	Corporate	74	0	0	0
Microsoft Office Standard	Corporate	56	0	0	0
<b>Installed Software</b>					
Title	Product Code	Installed	Licensed	Variance	
Microsoft Office Standard 2007	(90120000-0012-0000-0000-00000000FF1CE)	21	21	0	
Microsoft Office Standard Edition 2003	(90120479-6000-11D3-8CFE-0159048383C9)	67	67	0	
Microsoft Office XP Standard	(90120479-6000-11D3-8CFE-0050048383C9)	217	217	0	



## The Solution

Certero AssetStudio™ and Software Metering 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 licenses to establish an Effective License Position (ELP)
- An integrated “real-time” view of software licenses 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



## What Hull City Council Said

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, “Software Metering 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.

“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 Software Metering for Decision Makers™ both require low maintenance overheads and sit in the background, running smoothly,” concludes Moffat.



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



## About Certero

Certero helps companies achieve the best value from their IT investment and eliminate wasted spend on IT business assets. With public and private sector experience, Certero is the only independent software vendor of IT asset management and power management solutions in the UK.

Customers include Linpac, Diodes, Crown Paints, Warburtons, Nice-Pak, Gentoo Group, CoFunds, Swinton Insurance, Royal Air Force, Bradford MDC, Hull City Council, Carmarthenshire County Council, Xentrall Shared Service, Wiltshire NHS, Manchester NHS, Barnsley NHS, Epsom & St Helier University Hospitals, Birmingham Childrens Hospitals, North Mersey HIS NHS, University of Greenwich.

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