

Software Management Suite

Product Brochure



Keep an Eye on Your Software - Surprises NOT Welcome!

> Expert SAM solutions and services since 1996



Software management
org



Welcome



to the Software Management Suite product brochure.

This brochure is designed to help you learn about the many added values offered by Software Management Suite for your software asset management.

Since 1996, Softwaremanagement.org specializes entirely in software asset management and stands for unsurpassed expertise in this area. That we will give you more like: a service, advice and especially with this software package: Software Management Suite.

We want to make software asset management as easy and accurate as it is technically and economically possible. Whether you represent a local business or a medium-sized multinational company, our experts have the proper analytical methods, will help the most efficient processes to implement and train your employees.

Software Management Suite allows real-time access to your technical and commercial inventory under consideration of the current manufacturer license rules.

We are proud of our award-winning and KPMG certified SAM solution Software Management Suite and we would like to share the benefits.

The most interesting 3 Benefits are

1. KPMG certification – which reflects Software Management Suite's data accuracy and precision in the analysis.
2. In-depth analysis license - allows savings from effective utilization of license rights like e.g. Remote Use
3. Lowest cost of projects - provides accurate and easy implementation as well as best service

For us, software asset management is planning, coordination and control of all current and future actions in relation to commercial software use. Compliance occurs when processes are correct.

We and our partners are pleased to hear from you.
Sincerely from Muenster, Morristown and Rotterdam

Wolf Krüger
Managing Director

A handwritten signature in purple ink, appearing to read 'Wolf Krüger', with a long horizontal stroke extending to the right.

Advantages of Software Management Suite at a glance

Software Management Suite is the ISO 19770 and ITIL compliant management tool for documentation, planning, coordination and control of software licenses. This software asset management solution meets business and legal requirements through accurate, automated documentation and targeted analysis.

Here are some benefits for Software Management Suite in a nutshell:

1. Accurate and complete data for decision making

The fully qualified SMOscan retrieves data with a focus on software asset management. For example the edition of SQL Server, Exchange Server, DB2, Access, and other products are distinguished.

2. Accurate and complete license balance report

The license balance report match installation and usage data to entitlements from of licenses and contracts. Extensive licensing rights are included depending on their metric. Only relevant items count. License balance reports can be pooled and filtered by cost center.

3. KPMG certified

Are you looking for an official confirmation that Software Management Suite is recognized: Here it is. The completeness and accuracy of documentation and analysis by the license balance and effective license position (ELP) is confirmed by KPMG.

4. Savings through profound and automated use of entitlements (e.g. "Remote Use")

Access to software residing on Terminal Server and VDI systems is mapped to the accessing device. According to the license rules remotely accessing Microsoft software will be licensed on actual use and not on potential access basis – enforcing the 90 day rule. Thus maximum licensing is effectively prevented and relevant savings open up.

5. Automated documentation of VMware Environments

VMware ESX is automatically documented in compliance with the 90 day history. Data center, cluster and virtual machines are created in Software Management Suite and assigned. Only actual values are considered.

6. Automation of processes

Software Management Suite handles XML data to automate processes. For example the creation or retirement of device records can be done from a ticket system which creates an XML file. Software Management Suite reads this file and subsequently creates or deletes the records.

7. Import of entitlements - license and contract data

Software Management Suite accurately imports Microsoft License Statement (MLS) data as well as FPP, OEM and other data such as cost per license, currency, serial numbers for OEM, and License numbers.

8. Low project cost through efficient and effective installation and implementation

Software Management Suite is fully installed in minutes. Adapting and scaling depend on the complexity of the IT environment and needs from a few minutes up to several hours. That way highly complex environments can be mapped quickly and safely.

9. Supporting ISO 19770-II Software Tags

ISO 19770-II software tags are scanned and recognized. This improves the recognition rate for difficult products. For more information on ISO 19770-II, please see www.tagvault.org.

Software Asset Management - a commercial requirement

Your central business model is probably not the information technology. But imagine if you would have to switch off all computers tomorrow. What is left?

IT worldwide is not only a fundamental requirement for the flow of business, but a competitive factor that decides success and failure. It is amazing that the need to manage software products and their licenses is still neglected. Occasionally legal consequences are accepted, but operational benefits are overlooked too often entirely. In our opinion the business aspects need the most attention. It is a clear advantage when an operation knows the current numbers and expenditure is not estimated.

It should not be underestimated that recognized license gaps have serious consequences for organizations, particularly for the management.

These are no potential consequences. You can name and quantify these cost and risks. License gaps are a violation of the law, which can be enforced not only by civil courts in order to claim compensation for publishers, but is also sanctioned by law. A structured and transparent management of software and entitlements therefore is legal security in your own interest.



The management of commercially used software does not only affect the use of the software itself, but first and foremost all related processes in the organization. The ISO 19970 standard has been instrumental to embed software asset management (SAM) in management.

Of course Software Asset Management serves legal coverage by documentation and controlled management of software and the affected processes. Assuming this controlling procedure is actually taking place, it will quite inevitably increase the effectiveness and efficiency of the software usage in itself, and finally increase productivity across the organization.

You might be asking, how to measure or demonstrate the miraculously multiplication of productivity and efficiency. Unfortunately this is not so easy - at least not in a positive way. Each organization has a different approach and state regarding documentation and the software processes involved. Many purchase and IT managers are sure to have everything under control in this regard and they do not read the small print. Often their sense of justice is the standard. It is always very painful when auditors "suddenly" "discover" gaps because of installations in error or "unexpected" utilizations in the million\$ range.

Let us remember that, in principle, an effective and efficient use of the commercial equipment software can only succeed with knowledge about the actual inventory and its actual use.

Software Management Suite provides a variety of options available to meet these requirements. It is possible to match the analysis and calculations with the individual needs and aspirations of your organization.

Effectivity and Efficiency with Software Management Suite

In consideration of the need for constant data actuality respectively the documentation of the license situation the advantages of a highly automated collection is obvious. For each licensed product at any time, a proper match of technical and commercial inventories must be possible. This match must be done for all usages, installations and entitlements. This of course includes virtual systems and Terminal Services. If these usages remain unconsidered, the match is incomplete and inaccurate – and is not a representation of reality. This situation inevitably causes incorrect assessments of the license situation represented by the license balance report. Finally it causes ineffective planning, incorrect licensing, and hence, increased cost. For any business the correct and full utilization of license rights has a huge impact on the return on investment.



A variety of license rights must always be observed. The easiest is basic device licensing. With the 90-day allocation rule on-top of device licensing at least Microsoft is already slipping into a certain complexity. Every 90 days, a redefinition of the license values? Who makes records of which license has already been bound to which device and exactly for how many days? The innovative license balance of Software Management Suite automatically combines these rules and the accurate and complete information as well as other technical and commercial data together. Licenses and installations or usages are thereby automatically assigned and pooled within acceptable company or account limits. Data remains verifiable and transparent.

Due to the complexity and time required for the enormous collection, allocation and use of special license rights, efficiency and effectiveness is not possible by human effort only. Consequence can ultimately be automation. Automated collection and documentation of all relevant data ensures the efficient and beneficial use of purchased entitlements.

Software Management Suite automates documentation of special license conditions, including license rights such as remote use, virtual use, downgrade, update protection, secondary use, and others. All relevant data is captured accurately and analyzed. This allows for the fastest possible processing as well as the optimal basis of license rights, which were not included in manual administration. This automation not only facilitates work, but prevents errors and ensures a faster and more reliable inspection process.

Compliance checks are performed with respect to all products used on all existing devices. This is always a process and no tool can do anything about it, when the term "complete" does not reflect reality. The reconciliation between technical and commercial inventory must be possible at any time. In addition to completeness and accuracy, transparency is essential to make the precision of analysis verifiable. It is advantageous to digitize commercial documents for ad hoc reference. Nevertheless, with respect to future audits it is advisable to store all contracts in paper form and to exactly know where they are stored. Evidence of the commercial data, such as licenses, contracts and invoices often does not work because the purchases are history and documents may already be discarded. This is always a difficult point for auditors. Software Management Suite simplifies Software Asset Management by automating documentation and especially by exploiting entitlements.

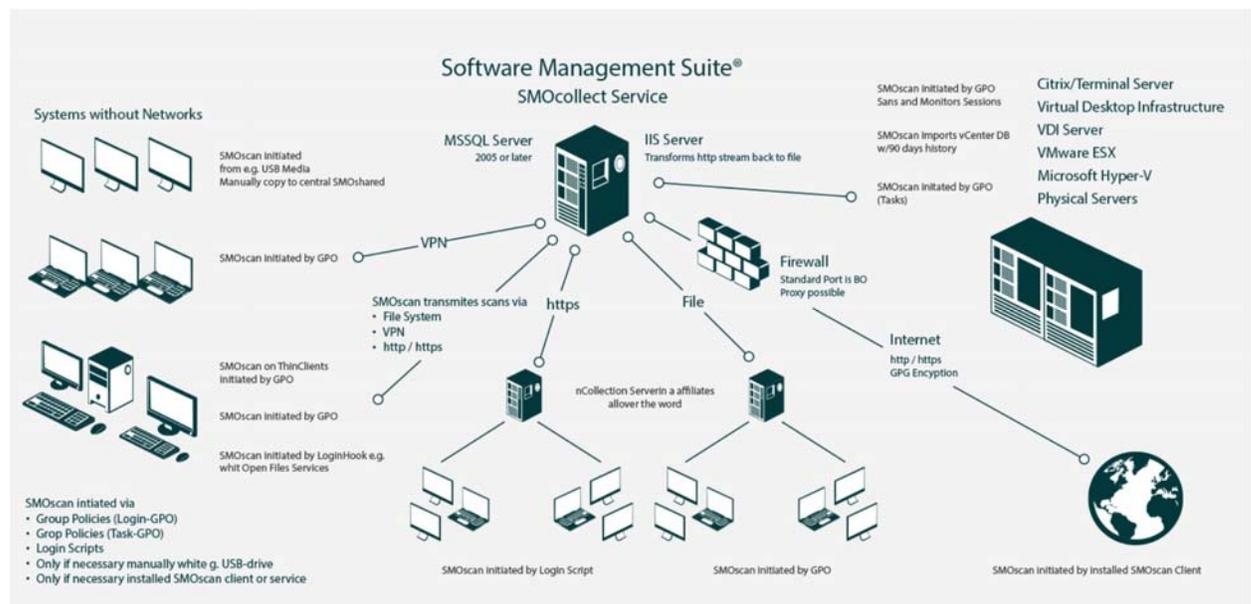
Software Management Suite Infrastructure Components

In short, Software Management Suite is a scan engine, a collection server and a user interface. The server component is mainly responsible to import the collected scan data of all systems into SQL Server and thus provide the basic data for the SAM managers. The objective is to provide a complete and realistic picture of your IT environment by most complete data and automation.

Technically all systems running Windows 32bit, 64bit, Itanium, Citrix, Apple Mac and Linux running Redhat package manager are scanned. Finally, the commercial documentation will be added for the other side of the balance sheet. Software Management Suite uses Microsoft SQL Server. Currently SQL Server 2008 R2 Standard is included in delivery.

Generally no scan clients will be installed. The scan is usually distributed via Group Policies or login scripts and tasks. This makes it possible to finalize accurate results in a short period of time and secondly, it prepared for a long-term process. The scan is scalable and always runs at low priority. Within Terminal Server, VPN and VDI sessions the scan determines that it is in fact a session and then switches on monitoring to collect data for Microsoft Remote Use licensing. This prevents effectively maximum licensing for these environments.

License balance reports and the effective license position (ELP) are available after the commercial data is entered. License and contract data such as the Microsoft License Statement (MLS) can be imported. The requirements for the operation of Software Management Suite are more or less linked to the requirements for Microsoft SQL Server.



KPMG Certification

Software Management Suite has been created by practitioners and experts SAM. Because it is constantly evolving in this context, the development team knows what SAM managers exactly need. Development policies are our customers' needs for SAM documentation and analysis in addition to SAM ISO 19770 and the IT Infrastructure Library [ITIL] best practice.

In September 2012 Software Management Suite has been certified by KPMG within their SAM tool assessment program.

KPMG confirms that Software Management Suite inventories a given technical IT environment accurately and most complete as well as documenting entitlements accurately and most complete.

KPMG also notes that Software Management Suite correctly analyzed and reported the compliance status of the given environment most complete and accurate.

The KPMG test environment include clients, servers, hosts, server virtualization, virtual desktop infrastructure, and other current technologies.

First KPMG verifies the accuracy of the data collection and the technical installations of the software installed on a scan. Then the accuracy of the documentation of commercial contracts and licenses from Microsoft, Adobe and Autodesk is audited. Finally, it is checked whether the SAM solution results correctly calculated.

Please read from the KPMG certificate:

Software Management Suite 5.0 has been assessed by KPMG regarding the following features and functionalities:

- Software Catalog
- Technical Inventory
- Commercial Inventory
- Recognition and License Metric Engines
- License Assignments and Allocation
- Compliance Reports

Processes, methods and technologies of Software Management Suite 5.0 comply with and adapt the requirements set by the license terms and conditions of Microsoft, Adobe and Autodesk and relevant license metrics of other major software brands.

When implemented and used appropriately, Software Management Suite 5.0 enables organizations to support risk management of software license compliance.

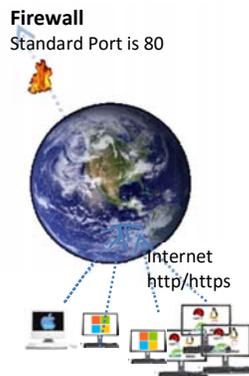


Software Management Suite in Detail

Detailed Results

Software Management Suite performs analyses based on current installations and usages. Involved licensing rules and rights are analyzed to prevent costly maximum licensing solutions. The integrated fully qualified scan is executed on any system and covers executable programs, ISO tags, system parameters as well as installer information. License relevant installations and hardware information are correctly identified in their entirety. Besides the difference of the full version to the runtime of Microsoft Access SMOscan recognizes e.g. Microsoft SQL Server, Microsoft Exchange Server, and IBM DB2 editions as well as many others. Through the detection of ISO 19770-II software tags the recognition engine is future-proof.

Location and System Independence



Software Management Suite is scalable and due to the use of Unicode worldwide effective. This enables the inventory of eg. Japanese, etc. systems.

The location of the devices is not relevant. Scan data can be send via file or http/https to e.g. port 80 or any other port.

The necessary bandwidth load is down to a minimum and can be scaled.

Scan Distribution via Group Policies and Login Scripts

Basically SMOscan clients are not installed on any computer. SMOscan is regularly integrated into group policies or centralized login scripts. Servers are scanned via tasks or scheduled services. This limits scan initialization, updates and configuration changes to a single location. Nevertheless very complex environments may need more than one SMOscan Server installation.

Furthermore for a full coverage scanning standalone computers via e.g. USB thumb drive is possible. A scan client is also offered as a package. Results can be send back via http / https.

Perfect Commercial Documentation

Software Management Suite is made to manage all licenses and contracts from all manufacturers for all platforms. This implies that you can manually define contracts and license types for environments like AS/400.

Licenses and contracts are basically stored as they exist. Publishers names for license and contract types is obtained and important details such as the actual version despite automatic update options by example Software Assurance will stay.

Users can add cost, cost center, account number, order number and many other features to the license data. The physical documents can be scanned and then added to the license records.



Risik free Computer and Server Functionality



Software Management Suite SMOscan is scalable and does not take performance away from any scanned system. SMOscan always runs with low priority.

It is guaranteed that SMOscan always ensures a trouble free process.

I/O system of the servers will always have sufficient capacity available to execute productive processes smoothly. The classification into low priority and I/O relief proved to be extremely efficient. To this day it has never come to failures.

SMOscan is running with respect to performance in the background without causing interference to productive operation. Through a highly flexible use of FILE or HTTP transfer - encrypted as required by GPG - the bandwidth is conserved.

Secondary Use Rights

Secondary uses for users can be managed with Software Management Suite. If these usages are documented according to the rules of their respective manufacturers, only a single license is requested. The accuracy of the license balance is maintained.

Parallel Installations of Application Versions

Some manufacturers such as Microsoft and Autodesk offer the right to install current and previous products of the same edition and use them simultaneously on one computer with one license. This right is subject to certain licenses and Software Management Suite evaluates these rights depending on the license record.

This way a single volume license Microsoft Office 2010 Professional can cover the following products installed on one device: Microsoft Office 2010 Professional, Microsoft Office 2007 Professional, Microsoft Office 2003 Professional, Microsoft Office 2002 Professional, Microsoft Office 2000 Professional, Microsoft Office 97 Professional, Microsoft Office 95 Professional, and more direct predecessors.

CPU License Recognition and Licensing



Since SMOscan reads hardware, information such as CPU, CPU count, CPU cores, CPU threads, device name, serial number, and more is available. This is the basis for accurate CPU licensing. Display and use of proper CPU information with the number of cores and Hyper-threads protects from bad investments in processor-bound licensing models. CPU Core and Pvu installations must be marked, as many products do not have single license types. Thus, Windows Data Center is available only as a CPU license, but for Microsoft SQL Server Standard, however, is available for both the CPU license and the CAL model.

Automation of Update Protection

By the management of update „insurance“, which manufacturers offer with different names such as Software Assurance [SA], Upgrade Advantage [UA], subscription, maintenance, and update schedule the commercial documentation is always maintained with original values. But the best possible license version and edition usage rights is automatically used in license balance reports.

These license forms - referred to in Software Management Suite "Update Protection" - always use the contract expiration date. For example if Microsoft Office 2007 Standard had been purchased in 2009 with a contract as a license and SA and the contract expired not before 26.04.2010, the commercial documentation always shows <Microsoft Office 2007 Standard>, while the balance sheets identify <Microsoft Office 2010 Standard>.

Enforcement of the Device Bound 90 Day License Assignment Rule

Microsoft requires allocation licenses to devices for at least 90 days. Software Management Suite will do thus automatically and will show the remaining period of time a license is bound to a device.

Microsoft „Remote Use“ Rights and Main User Detection for TS, VPN und VDI

SMOscan detects in Terminal Server, VPN and VDI sessions that it actually is started in a Session. First the scan captures the name of the accessing device and then starts monitoring software usage in the session. This accurately ensures the usage of Microsoft Remote Use Rights for VDI (virtual desktop infrastructure) and Terminal Services.

For the license evaluation all sessions are accumulated to the accessing base device. If multiple sessions were started from a computer or thin client, only one license per used software is required.

It does not matter how many users are logged on to the device, unless certain software is user licensed. That can be managed as well.

In addition, the accounts will be scanned in the NTFS user rights context. All sessions are traced back to the accessing base device. If this base device cannot be scanned, e.g. because it is a thin client, a new device record will be created for the purpose of management and avoidance of multiple license requirements in Software Management Suite. Sessions will be accumulated to this new device which holds no software other than from the sessions.

Consequently, in the context of remote access via Terminal Services, VPN and VDI, not the unnecessary licensing by maximum possible use governs, but the appropriate licensing on actual use - as Microsoft grants it under "remote use" rights. Based on this accurate evaluation considerable cost can be avoided and the access to Terminal Services and VDI is automatically documented as requested.

The suite also masters the primary user detection. This is an additional right for so-called primary users of a licensed device to remotely access this licensed software on a different device without thereby requiring further licenses. The primary user is using a device more than others.

Concurrent Use

Software that was purchased with concurrent use rights must be scanned by the optional monitoring component. This component tracks how often exactly the software is used in a period of time simultaneously and if the maximum number of available licenses has been exceeded. Software Management Suite is not blocking these requests.

Automation of Downgrades

The suite automates the detection and attribution of rights to use both simple and parallel downgrades - if allowed - OEM downgrade depending on the valence in order to ensure the protection of investment in software. This means that a downgrade right of Microsoft applications is first on the immediate predecessor and then applied only to the Vorgänger etc. until the number of licenses has been exhausted.

Die Suite automatisiert auch die Erkennung und Zuordnung des Rechts zur Nutzung sowohl einfacher Downgrades als auch paralleler Downgrades sowie – falls erlaubt - OEM Downgrades entsprechend der Wertigkeit, um den Investitionsschutz in Software zu gewährleisten. Dies bedeutet, dass ein Downgraderecht von Microsoft Applikationen zunächst auf den direkten Vorgänger und dann erst auf den Vorgänger etc. solange angewendet wird, bis die Lizenzanzahl erschöpft ist.

Virtual Systems



Virtual systems can be processed automated and manually in Software Management Suite. A good example for automation is the import from VMware's vCenter management environment. VMware vCenter databases are frequently scanned. The evaluation of virtual systems is done in the context of data centers, clusters and hosts. In Software Management Suite records for those entities are created and Virtual Machines get linked to them.

Because of financial considerations organizations frequently virtualize entire server systems. Hardware costs have a significant role in this decision. Interesting is to consider whether this decision would be the same if the actual software costs would be involved.

All virtualized systems and hosts must certainly likewise be included into the inventory and this must be monitored. Otherwise the license documentation and the license balance analysis is wrong and useless. Software Management Suite inventories virtual machines in the context of the host system, cluster, Data Center, and the 90 day license assignment rule.



Basically it does not matter whether VMotion is enabled or not: Software Management Suite reads the actual state of all hosts and Virtual Machines for the last 90 days from VMware vCenter. Administrators can always decide to manually move virtualized systems from one to the other host. The license analysis is done for actual situations – not for potential conditions. The reconciliation process automatically checks the license mobility states for every single license. This way all compliance rules are considered and license balance reports will be correct.

Reliable Identification of Software Products

The identification of the correct editions of e.g. Microsoft Exchange, IBM DB2, and Microsoft SQL Server is a real problem for many of today's tools. As long as ISO 19770-II software tags are not in use, the server must be asked. That is what SMOscan actually does. As an example, one can use the price difference between SQL Server Standard and Enterprise, to determine that it is important to recognize these products accurately.

In addition, many other products are examined in depth. Another example is Microsoft Access. This software is available in two versions: one to be licensed full version and a free runtime version. The distinction of this product as well as with Microsoft Office and the others is done by GUIDs. This ensures accurate data and provides the necessary safety as long as ISO tag are not available. Software Management Suite uses a reference database in order to identify products accurately.

Conditional Software Packages

Software Management Suite supports both standard software packages and a "conditional" software packaging. Among others, for example, MSDN licensing is not trivial, since several components such as Visual Studio and Microsoft Office must be used.



This is solved in Software Management Suite by conditional packaging. This means that an existing MSDN license covers Visual Studio and MS Office, as long as a license is available. If there are no licenses, licenses are required for each product. This packaging can be changed any time.

Optional Monitoring of Applications

In addition to scanning, application monitoring is provided as an option. This way, the actual usage frequency of costly software can be tracked and analyzed. A possible objective is to change the deployment instead of having to buy new licenses.

Complete Inventory of Hardware and Software

Software Management Suite accommodates the most complete hardware and software inventory. Of course the completeness of the technical and of the commercial inventory really depends on the organization's processes. As can be read in the KPMG certificate: "When implemented and used appropriately,..."

The optional SMOhistory module stores all captured changes of the software inventory. This feature is interesting for organizations who need to know which software version had been installed on a certain day e.g. 5 years ago.

Import of Contracts and Licenses

An additional module imports the Microsoft License Statements [MLS] and other license information as well as OEM and FPP license data and contracts from other manufacturers. Importing this data will avoid an enormous effort. Instead, all commercial licenses and contracts can get imported simultaneously with other information such as cost, currency, cost center, product key and serial number for OEM software. This significantly accelerates the initial filling. Especially initial fillings for review projects, valuable time is saved.

In addition to the import, the output of the Microsoft Effective License Position [ELP] for use in SAM engagements is supported and very easy.

Reporting

For each decision situation reports are available such as an update report, update licenses with missing previous licenses, and of course the ELP and license balance sheets. For the organizations own design requirements and deployment via web interface SQL Server Reporting Services reports are suitable.



The integrated ad hoc reporting function "Global Search" provides all of the data stored for customizable reporting. Here, data can be searched, filtered and adjusted, and these reports can be saved as templates for future use. This most relevant report option is an excellent addition to the license balance report and the ELP.

One of the most important instruments is the license balance report, which provides information on each products compliance state at the time of creation and thus gives a real picture to the organizations over-and under-licensing.

License balance sheets can be generated with a focus on different combinable and configurable parameters. Even previously created reports can be filtered further to view results for individual situations. When generating the report, the technical and the commercial inventories are matched and analyzed. Due to the persistent storage, reports are accessible after years, even if computers or software products no longer exist in the organization.

Maintenance Service and Software Catalog

Software Management Suite offers a service based ever-expanding software catalog, which serves for the correct detection of the software. Although in principle the catalog is self-manageable, this is not necessary, complicated and therefore not recommended.

As part of Softwaremanagement.org's maintenance service one SQL Server Reporting Services report can be requested for free in the service period – once a month for Gold Maintenance respectively once a quarter for Basic Maintenance customers.

Processing of Personal Data

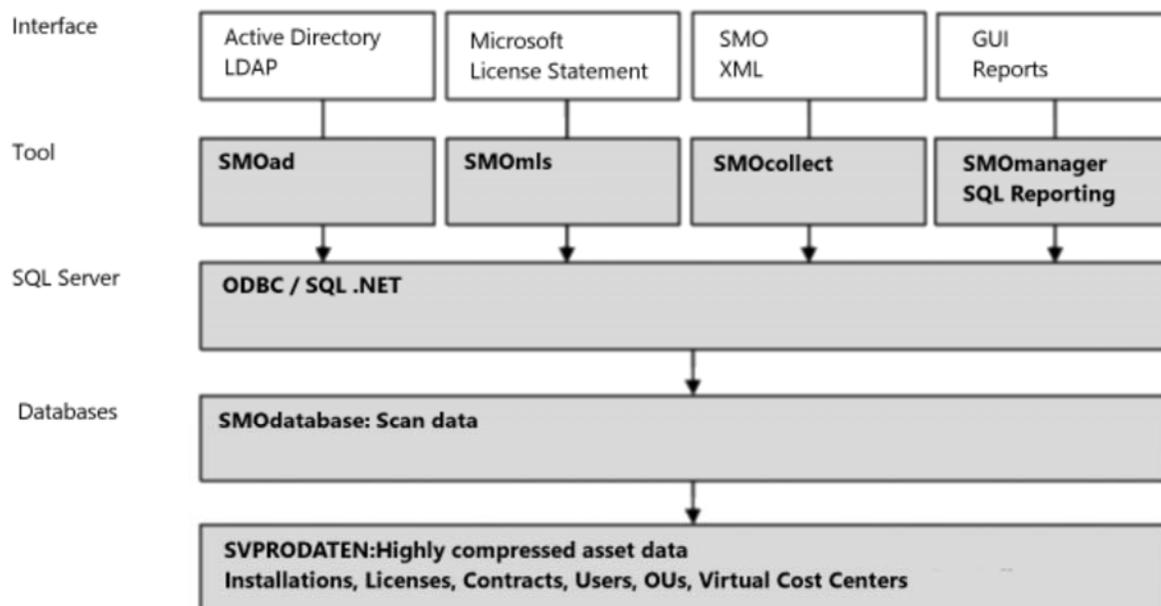
SMOscan captures the login name of the currently logged user. This allows for automated assignment of workstation and users as well as the determination of the primary user of a workstation. This feature can be disabled, but then the licensing rules for user licensed products cannot ensured. Savings in context of the primary user rules then is also no longer possible. For the workers council a special brochure with relevant information is available on the Internet.

Interfaces

A range of interfaces are available for Management Suite. First of all, the data SQL Server holds, is available and can instantly be used via e.g. ODBC. Customers interested in interfaces to proprietary programs will be supported with explaining the data model.

The main interface is an XML implementation. This way device, user, cost center, department, software, installed software and other records can be created or deleted. The XML interface has its own documentation available on the SMO support site. The XML interface is supporting SAM processes in organizations. It is conceivable that a ticket system receives the order to retire a system, and creates the same XML instructions to delete the record in Software Management Suite. Hence the locked licenses for this device will be released immediately.

Furthermore, there is an interface to license and contract information. Mainly the Microsoft License Statement (MLS) is imported this way. The Microsoft Effective License Position (ELP) can be exported as well. This is an excellent advantage for SAM engagements and internal audits.



Processes and Resources

Pushing aside reality by assessing that the purchase of a SAM solution will eliminate all SAM related problems with a click on a button is one of the biggest mistakes organizations do. It is unquestionably a reality for any SAM solution that physical processes - done by real people - are



needed to get accurate figures and be most complete. The worst case scenario is that organizations do not maintain their SAM solution and do not "live" their processes. After some time their system will be even worse than with not tool at all. Before that they knew they had nothing- now they think they have it but it is outdated and therefore so wrong. A non-maintained system can only produce false reports. This applies not only to the system itself, but also for know-how. If SAM managers left the company and successors in this role do not have this know-how, this is a recipe for disaster. "Lived" processes may be able to save the day.

Optimal results are to be expected if the used tools - and also know-how - is maintained constantly. This requires resources - time and people drafting reports and executing maintenance jobs. However, with this effort the company fulfills their mandatory legal documentation requirements. Only a long-term documentation can meet the legal and economical requirements. However, in the long run benefits and savings are much greater than the effort. Auditors and SAM managers will benefit from a system which makes related license documents available for immediate access. In addition to an accurate solution, SAM associated processes are crucial and an inseparable part.

In every organizations there are software products to manage, which cannot be added to the inventory automatically because like Windows client access licenses (CALs) these products are rights which only rarely allow a tangible measurement. The inventory of all equipment and licensed software automates views must therefore be possible for the LAN and WAN. Inventorying respectively scanning must also be possible for devices which are not connected to the network.

Again it is obvious that processes are necessary. A SAM solution should support processes, but for the tool it is not possible to actually do these jobs. If devices are located outside of the automated system, processes must accordingly ensure reliable detection from outside the system. Inventory and licensing changes within the company must be registered immediately in order to obtain the relevance of the portfolio and to provide correct values. Otherwise the organization will purchase licenses for software which is still in the system but bound to retired and disposed devices.

All that can be done by KPMG Certified Software Management Suite.

Consult with your system vendor or SAM consultant.

For a list of our partners and distributors look at <http://softwaremanagement.org>.

System Requirements

Physical Server:

- CPU:** 2,0 GHz or better, 2 or more Core
RAM: 4GB or more
Harddrive: 10 GB or more, Raid 1+0, Raid 5 resp. Raid-Level for databases
Software: OS: Microsoft Windows Server 2008 Standard or later
Database System: Microsoft SQL Server Version 2005 or later.

Recommended: 64-bit OS and MSSQL.

Virtual Server:

- CPU:** Difficult to make a definite statement.
RAM: 4 GB or more
Harddrive: Use a hard drive system without negative effect from other usages resp. other virtual machines. Alternatively a powerful NAS.
Software: VMware ESX Server or Microsoft Virtual Server
OS: Microsoft Windows Server 2008 Standard or later
Database system: Microsoft SQL Server 2005 or later

Recommended: 64-bit OS and MSSQL.

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Support

With a Standard Maintenance contract access to the SMO support portal is enabled. This portal provides access to the latest software, catalog updates and other documents.

With a Gold Maintenance contract access to the SMO support portal and the SMO Customer Portal is enabled. The customer portal is an Axosoft Ontime account to track support tickets.

For remote assistance Citrix GoToMeeting or GotoAssist is used.
For support please use support@softwaremanagement.org.