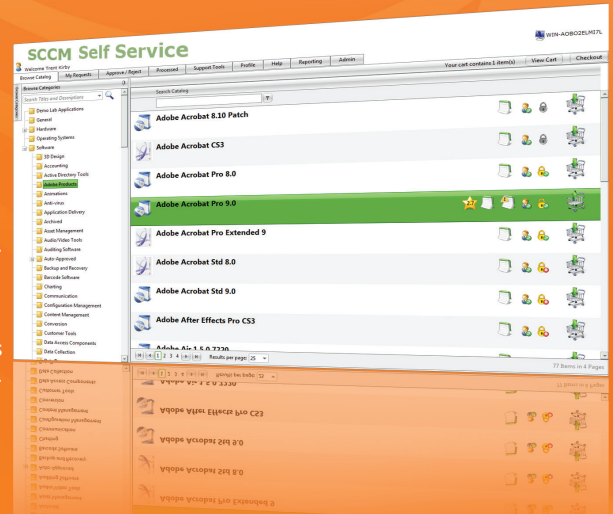# SCCM Self Service
Software Request Fulfillment

Reduce License Spend
» Rent and reclaim licenses
» Lower IT and help desk costs

Increase Productivity
» Empower administrators to focus on critical tasks
» Automate request and software delivery workflow
» Deliver software to employees in under 10 minutes

Enhance Visibility
» Track and allocate license purchases
» Record requests and usage for audit compliance

The Challenge

Provisioning Individual Software Requests:

- Consumes valuable time
- Makes it hard to track license costs and compliance
- Keeps employees waiting for software delivery

SCCM Self Service deeply integrates with System Center Configuration Manager 2007 (ConfigMgr) enabling a software license management business process. Organizations get end-to-end visibility across software purchase, request, deployment, usage and compliance.

Employees can now request software from an online catalog, the approval and compliance work flow is automated, and software is delivered in 10 minutes.
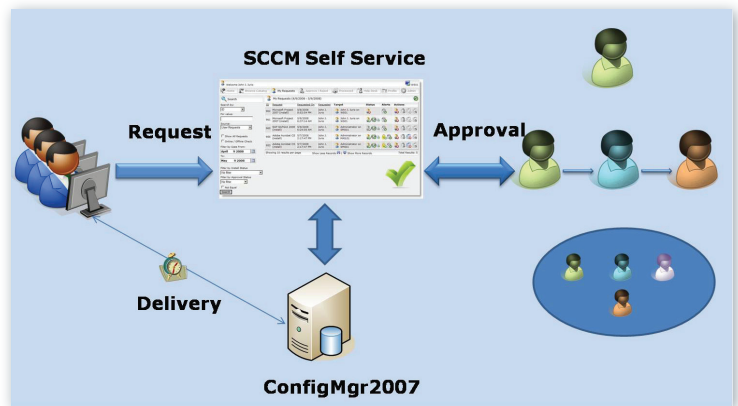
Key Benefits

Business Benefits

- Reduce license spend
  - o Application leasing – End-users lease applications which are reclaimed on lease expiry
  - o License reclamation – Administrators launch email campaigns to reclaim and recycle unused licenses
- Reduce operational cost – Process automation reduces IT and help desk costs
- Simplify audit process, ensure compliance – Business users approve requests. License purchase history and usage reports aid decision making
- Quick ROI – 3-6 month quantifiable returns

IT Benefits

- Administrators can focus on critical issues while ensuring faster software delivery
- Flexibility on what applications to publish and the type of approval workflow to use
- Provide both business and purchasing real-time status on license metrics

Employee Benefits

- Simple interface ensures quick adoption
- Increased productivity as software is delivered in under 10 minutes

Software request, approval and delivery workflow.

Key Features

Simple and User Friendly

- Web based interface – Users can request software with a few clicks. No learning curve
- Catalog search – Quick access through title and description based search
- Status visibility – Real-time visibility on status of the request and of installation progress

Holistic and Flexible

- Complete process visibility – Request, business case, approval, inventory management, purchasing, reporting and compliance
- Deep ConfigMgr and AD integration – Automated and transparent request to delivery process
- Provisioning support – Handle process for software, hardware, OSD and virtual applications
- Multi-language support – 10 languages out of the box. Easily extendable
- Browser Support – Internet Explorer, Chrome and Firefox

sccm expert
Automating Systems Management

Request Management

- Built-in templates – Quickly add software and other assets to catalog
- Software can be requested by:
    - End-users for themselves
    - Managers for their direct reports
    - Help desk for employees. Deploy to a computer or a collection
- Hardware verification – Verify application hardware requirements through ConfigMgr and take action
- Delivery scheduling – Choose instant deployment or scheduled deployment. Wake-on-LAN enables deployment outside of business hours
- Question templates – Gather information as to why end-users need software

Approval Workflow

- Choose who requires approval on a per application basis using the following filters:
    - Group and OU
    - AD properties
    - Collection
- Approvers can be static or dynamic (Based on AD property values (OU, Office, Department, etc.))
- Approval types
    - Linear – One or multiple approvers. Each must approve
    - Pool – Anyone in a group can approve
    - Hybrid – Anyone in a group can approve One person at each required level has to approve
- Deputy and default approver flexibility
- Business case – Approvers can review the business case, license availability and cost for each request
- Approvers can suggest alternate software
- Request and approve anything – Software, hardware, security groups, and peripherals

Roles and Security

- Assign permissions to view sections of the website
- Category and application level security
- Users can request access to security groups. Along with applications security groups can be provisioned

Purchase Management and Inventory Management

- Inventory status – Track software and computers, apply thresholds and get alerts
- Purchase records – Import purchase data from excel and map data to SCCM inventory
- Visual status – Show users license count, price and availability metrics
- Open API – Synchronize inventory with 3rd party ERP systems

Application Lease and License Reclamation

- Leasing – Users can lease applications. Flexibility to extend lease. Auto reclamation on lease expiry
- Reclamation – Use SCCM software metering data to reclaim and recycle unused licenses
- Reclamation E-mail campaigns – Launch campaigns allowing users to opt-in / out of reclamation

Transparency and Real-Time Information

- Reporting
    - Inbuilt reports – User, request, inventory and purchase reports
    - Extensible – Easily add custom reports
- Actions – Custom script based actions at each stage of the request to delivery cycle
- Notifications – Customize emails per application in any of the supported languages
- Delivery Status – Live SCCM delivery status
- Reviews – Community based application reviews

> " One of the world's leading equipment manufacturing companies with 50,000 employees observed a 6:1 return on investment, within 9 months, by reclaiming and repurposing unused licenses. "

About Us

SCCM Expert is a Microsoft Gold Partner and founding member of the Microsoft System Center Alliance.

Visit www.sccmexpert.com, see how we help over 100 companies including global corporations, education institutes and government agencies lower the cost of user software request fulfillment.

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