

# **MICROSOFT SCCM (CONFIGMGR) PLUG-INS GROUP TEST**

**An Independent Review and Competitive Comparison**

By Martin Thompson, Founder and Analyst,  
The ITAM Review

*February 2012*

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# INTRODUCTION

This Group Test showcases eight market leading SCCM ITAM plug-ins. The aim of the research is to showcase the capabilities of tools that harness System Center data for IT Asset Management.

Microsoft SCCM is a very popular platform for systems management but IT Asset Management features are not a core competence. Many organizations want to make use of their existing System Center infrastructure and avoid deploying ‘yet another agent’.

The key deliverable of these tools is cutting out the noise. As a configuration and deployment tool SCCM brings back an enormous amount of information – these tools allow ITAM professionals to focus on the most pertinent information for managing assets.

## Microsoft SCCM Market Share

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SCCM has grown to be the de facto standard for enterprise deployment since first release as ‘SMS’ back in 1994<sup>1</sup>. ITAM vendor BDNA has estimated that Microsoft SCCM has around 50% market share at 100m desktops (Their argument states that there are 400m desktops globally, half of these are for business, and half of these again are managed by Microsoft).

I have no firm evidence to substantiate this claim, but anecdotally I only hear of organizations moving towards the System Center stack. Similarly Gartner defined Microsoft as a leader in both technology and market share in their 2009 and 2012 Magic Quadrants for Client Management Tools [Reprints Courtesy of Symantec]<sup>2</sup>.

However you define it, I think it is fair to say SCCM is the dominant market leader in this space and its no wonder a small ecosystem of complimentary solutions has developed to make use of the data.

<sup>1</sup> Wikipedia, System Center Configuration Manager, [http://en.wikipedia.org/wiki/System\\_Center\\_Configuration\\_Manager](http://en.wikipedia.org/wiki/System_Center_Configuration_Manager) (February 2012).

<sup>2</sup> Symantec, Magic Quadrant for PC Configuration Life Cycle Management Tools, [http://www.symantec.com/en/hk/content/en/us/about/media/industryanalysts/Gartner\\_MQ\\_pcconfig\\_LCMgmt\\_Dec09.pdf](http://www.symantec.com/en/hk/content/en/us/about/media/industryanalysts/Gartner_MQ_pcconfig_LCMgmt_Dec09.pdf) (November 2009).

# How Tools Interact with SCCM

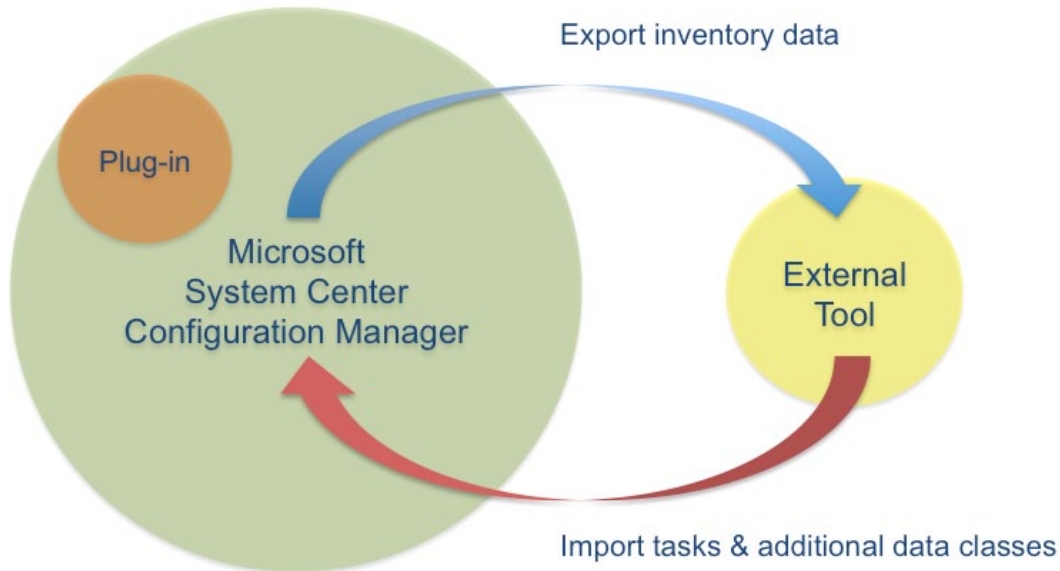
This group test is titled SCCM ‘plug-ins’ but strictly speaking only two of the eight are actually plug-ins.

By plug-in I mean the tools that sit within SCCM itself.

All the tools reviewed are complimentary and add value to an SCCM installation and can be classed into three categories:

1. Plug-ins – Work within ConfigMgr itself
2. Two-Way Integration – Export data from System Center but also send new data classes or tasks back to System Center
3. One-Way Export – Use SCCM data to produce analysis

The importance of these three options will depend on your preferences, ownership of the ITAM function within the business and your current goals.



# Key Differences

NEXThink and Provance can be considered plug-ins. Provance is an official ‘Management Pack’ for System Center and also works within Operations Manager and Service Manager as well as Configuration Manager.

BDNA purely exists to enhance SCCM data by cross-referencing its own database of asset intelligence against the SCCM database. 1E, LicenseWatch and Snow are external tools but allow commands to be sent back into SCCM, such as ‘remove software’. NEXThink exists as both a Plug-in within SCCM and an external tool. Finally, Assetlabs and License Dashboard accept SCCM data but do not write back to the SCCM database. The differences are illustrated further in the table below.

	Works within Service Manager	Works within ConfigMgr	External Tool	Plug-In	Two-way data transfer (Export from SCCM but also send data / commands back)	One -way data export only	Infrastructure
1E			✓		✓		Uses SCCM Agent
AssetLabs			✓			✓	Uses SCCM Agent
BDNA		✓	✓		✓		Uses SCCM Agent
License Dashboard			✓			✓	Either
LicenseWatch			✓		✓		Either
NEXThink		✓	✓	✓	✓		Uses Own Agent
Provance	✓			✓	✓		Uses SCCM Agent
Snow Software			✓		✓		Either

1E, AssetLabs, BDNA and Provance are ‘Agent-less’ solutions. License Dashboard, LicenseWatch and Snow can be Agent-less (And just use SCCM data) or use their own agent. NEXThink is reliant on its agent to be installed to enable their SCCM offering.

Again, using another agent along side your SCCM agent will depend on your environment and preferences. The main benefit of considering an additional agent is software usage, since it is rare to find an organization tracking software usage using SCCM for more than a handful of applications.

Finally, in the short time since this review started Express Metrix has released an SCCM connector and Flexera Software have bought SCCM expert.

Vendor	Product Name	Version	Date when this version was released	Customers / Desktops Managed	Indicative Pricing	Microsoft Recognition
1E	AppClarity	2.1	Apr-11	20 / 300,000	not provided	Microsoft ISV Software Partner of the Year 2010
AssetLabs	AssetCheck	n/a	n/a	40 / 250,000	1,000 Seats - \$.50/month with 12 month subscription ( \$6/year) 10,000 Seats \$.42/month with 12 month subscription ( \$5/year)	None
BDNA	BDNA Normalize for ConfigMgr	3	Oct-11	Normalize CM is a new product. The cloud based version has normalized millions of desktops.	Perpetual license: \$10 per endpoint. One year term licenses \$4.	Microsoft Gold ISV competency level partner and Microsoft System Center Alliance Member
License Dashboard	License Manager	5	Dec-11	400 / 500,000+	1,000 Seats \$25.5, 10,000 Seats \$6.29	Currently a Microsoft Silver Partner, in process of attaining SAM Gold Partner certification (expect Dec 2011)
NEXThink	NEXThink V4 for SCCM	4	Aug-11	NEXThink V4: 180 or 800'000 desktops, V4 for SCCM: 20 customers	100 Seats (\$78 + \$10K per SCCM Console), 1,000 Seats (\$63 + \$10K per SCCM Console), 10,000 Seats (\$34 + \$10,000 per SCCM Console)	None
Provance	IT Asset Management Pack for Microsoft System Center Service Manager	1.2	Jul-11	"Confidential"	1,000 Seats \$12, 10,000 Seats \$11 (Priced per Asset)	Microsoft Partner Network - 2011 SAM Innovation Partner of the Year (finalist); Gold Certified Microsoft Partner with SAM (gold) and Systems Management (silver) competencies; Participant, Microsoft Technology Adoption Program (TAP) and Rapid Deployment Program (RDP); Partner, Microsoft System Center Alliance; Partner Advisor, Microsoft Worldwide Partner Conference 2012.
Snow Software	Snow License Manager	2011	May-11	2,500 / 7 million+ (All customers, not just SCCM)	20,000 Seats, \$16 per seat (estimated)	Gold Partner
LicenseWatch	LicenseWatch SCCM Edition	2011	Feb-11	500 / 600,000 (850/1.2M for All Customers)	100 Seats \$31, 1,000 Seats \$26, 10,000 Seats \$18	Microsoft Silver ISV Partner

# DISCLAIMER, SCOPE & LIMITATIONS

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The information contained in this review is based on sources and information believed to be accurate as of the time it was created. Therefore, the completeness and current accuracy of the information provided cannot be guaranteed. Readers should therefore use the contents of this review as a general guideline and not as the ultimate source of truth.

Similarly, this review is not based on rigorous and exhaustive technical study. The ITAM Review recommends that readers complete a thorough live evaluation before investing in technology.

This is paid review. That is, the vendors included in this review paid to participate in exchange for all results and analysis being published free of charge without registration. For further information please read the 'Group Tests' section on our [Disclosure page](#).



## Introduction

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You might know 1E for its NightWatchman brand, the utility that turns off PCs at night to save energy.

1E also offers two smart applications for management of software, AppClarity and Shopping:

- **AppClarity** – identifies unused software and allows removal via Microsoft’s System Center Configuration Manager (ConfigMgr) SCCM
- **Shopping** – is an enterprise App Store which integrates with ConfigMgr and enables self-service product selection, authorization and deployment.

These two applications combined provide an automated mechanism for the full lifecycle of software:

- Request Software [Shopping]
- Approval [Shopping]
- License [AppClarity]
- Provision [ConfigMgr]
- Monitor [AppClarity]
- Reclaim [AppClarity]

The result is less workload for the help desk and more efficient spend.

## Review

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For organizations who have already invested in a ConfigMgr infrastructure and have a locked-down environment, this is a no brainer for automating routine software management tasks, especially for high-volume desktop applications.

For example, as a software asset manager, you can set a policy to automatically remove any copies of Microsoft Project that are not being used. Not only will this be acted upon automatically within ConfigMgr but it also includes all the necessary communication with, and a positive user experience for, the end user.

This won’t guarantee compliance or be a silver bullet to resolve all your license management problems but it builds efficiency in at the front end. But when it comes to true-up time or negotiation of large enterprise contracts you won’t need to take lots of corrective action. The bare minimum of software will be installed whilst also providing users with a clear automated channel to request apps if they need them in the future.



For the purposes of this review, I looked at AppClarity. I hope to look at Shopping over the coming months.

IE has squarely focused AppClarity on finding and eliminating unused software. The aim is to make savings from unused software, avoid costly vendor true-ups and claw back valuable software licenses. AppClarity includes detailed reporting to quantify cost savings.

As with most products in this review, one of the core deliverables when working with data from ConfigMgr is to quieten down the noise and filter out what is irrelevant. Identifying the most pertinent information related to software licensing and costs is key.

A key differentiator for AppClarity is the positive end-user experience. The reclaim process fully engages end users by sending a proactive message out to them. The message, which can be fully customized to appear as a message from the CIO, reminds them that applications cost money, so if the given applications are no longer needed, they can authorize AppClarity to remove them. The fact that AppClarity can then harness ConfigMgr to automatically act on this information is even better.

Reclaim policies can be defined by the administrator and AppClarity provides recommendations of the most wasteful apps in the environment so organizations can prioritize their efficiency drive.

Organizations will typically install AppClarity on the same server as ConfigMgr, environments of above 15,000 may need a dedicated server and the system has been tested up to 300K devices. AppClarity integrates with ConfigMgr and does not require an agent

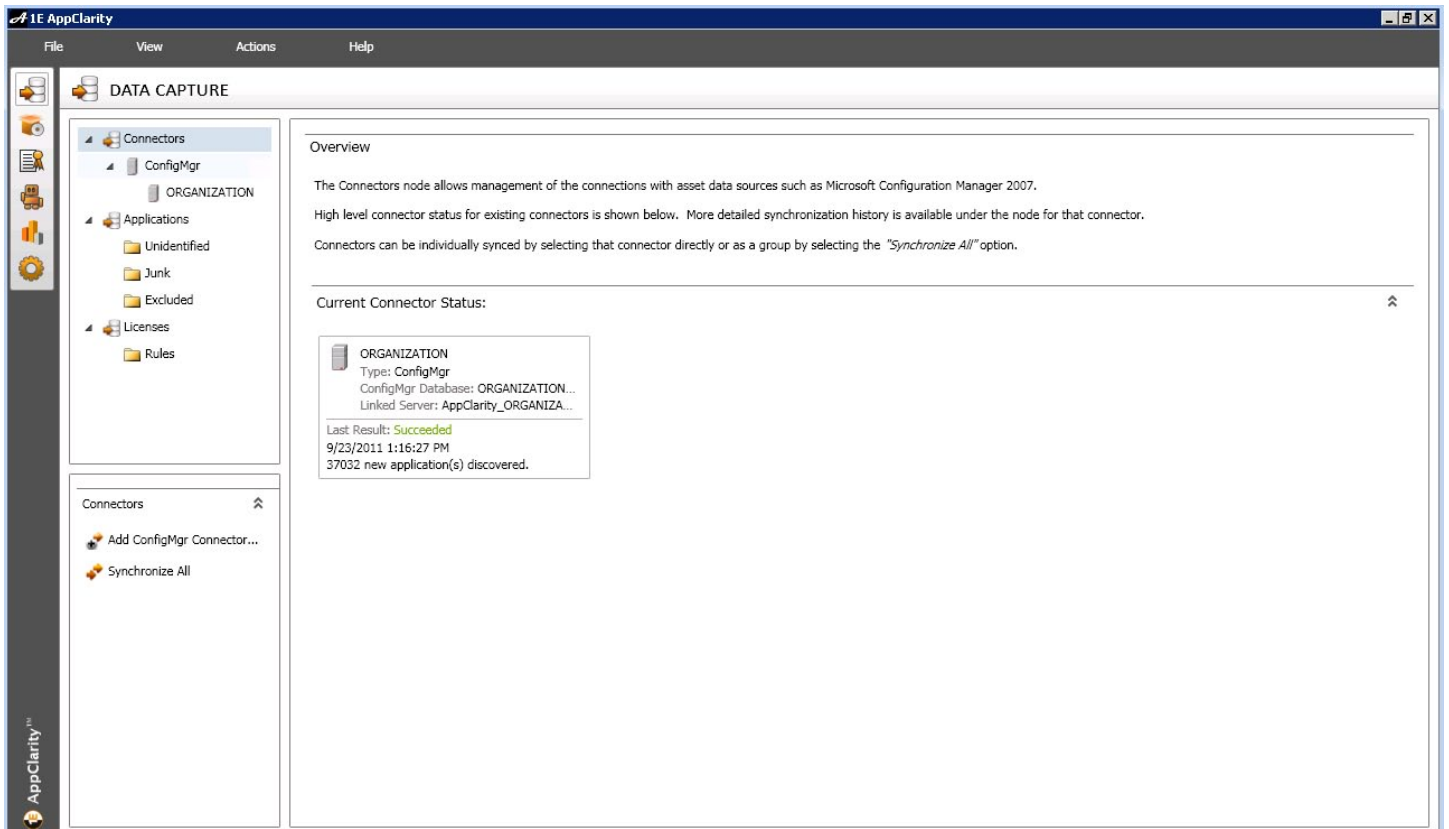
I found the AppClarity console uncluttered and modern. It has six main sections:

- Automation – (missing from most tools) – this is the AppClarity edge – applications can be removed automatically by stealth or via an automated dialogue with the user.
- Data Capture – the ability to connect and synchronise with one or more ConfigMgr databases.
- Products – where ConfigMgr data is normalised and filtered.
- Licensing – purchase history.
- Reporting – detailing savings and consumption
- Configuration.

IE is a relative newcomer to the license management market and I like where they are taking the products.

# Screenshots


Larger screenshots available online at: <http://www.itassetmanagement.net/microsoft-configmgr-plugins>





Recycle Bin

1E Asset Management



## IT Department Unused Software Survey

Dear colleague,

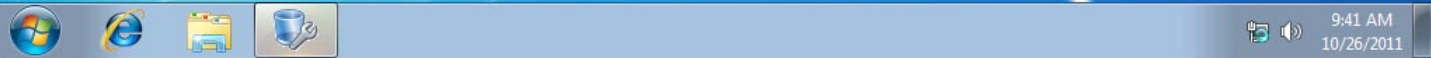
As part of a cost saving measure, the IT department has investigated software usage within the organization with the intention of discovering expensive licenses that are not being used. If we are able to reclaim all of the identified licenses, then this will deliver very significant cost savings over the next 3 years.

The following applications do not appear to have been used recently:

Name	License Cost	Last Used	
Adobe Acrobat	\$199	Over 9 months ago	<a href="#">I still need this.</a>
Microsoft Project Professional	\$250	Over 10 months ago	<a href="#">I still need this.</a>
MathWorks Matlab	\$1224	Over a year ago	<a href="#">I still need this.</a>

If you are no longer using this software, there's no need to do anything. The IT Department will reclaim these licenses automatically.

Kind Regards,  
IT Department



1E AppClarity

File View Actions Help

PRODUCTS

Publishers: Adobe

Product	Licensable	License Managed	Install Count	Entitlement	Compliance Resolution
Acrobat Distiller	✓	✗	4	0	True-up
Acrobat Elements	✓	✗	19	0	True-up
Acrobat Professional	✓	✓	1,009	730	True-up
Acrobat Professional Extended	✓	✓	25	15	(none)
Acrobat Standard	✓	✓	2,184	1,126	True-up
After Effects	✓	✗	31	0	(none)
Audition	✓	✗	58	0	(none)
Captivate	✓	✗	18	0	(none)
ColdFusion	✓	✗	28	0	(none)
Contribute	✓	✗	43	0	(none)
Creative Suite Design Premium	✓	✗	114	0	(none)
Creative Suite Design Standard	✓	✗	445	0	(none)
Creative Suite Master Collection	✓	✗	20	0	(none)

Summary | Linked Applications | Compliance | Pricing | Software Reclaim | Linked Installations | Categories | Suites | Notes

**Adobe Acrobat Professional**

Installation Breakdown By Release

X	2
9	643
8	300
previous (2)	64
<b>Total</b>	<b>1,009</b>

Installation Breakdown By Usage

used	698
rarely used	103
unused	208

1E AppClarity

File View Actions Help

### AUTOMATION

View: Suggested | Configured

Policy Configuration

Custom Command Lines

Publisher	Product
Autodesk	AutoCAD
Autodesk	AutoCAD Civil 3D
Google	SketchUp
Adobe	Acrobat Professional
McAfee	VirusScan Enterprise
Microsoft	Office Professional Plus
Microsoft	Publisher
Microsoft	Project Standard
Autodesk	Revit MEP
Microsoft	Word
Microsoft	Project Professional
Microsoft	Excel
Microsoft	Visio Professional
Microsoft	PowerPoint
Microsoft	Visio Standard
Adobe	Acrobat Standard
Mindjet	MindManager Pro
Microsoft	Outlook
Microsoft	Visual Studio .Net Professional
JAM Software	TreeSize Professional
Adobe	Acrobat Professional Extended
Autodesk	AutoCAD LT
Helios	TextPad
IDM Computer Solut...	UltraEdit
Scooter Software	Beyond Compare

### Adobe Acrobat Professional

Estimated Potential Savings: \$92,065.41

Installation Breakdown By Usage

Usage	Count
used	672
rarely used	103
unused	208

**Policy**

A Software Reclaim policy can be configured to allow automated removal of any installations that are no longer being used.

[Flag as business critical...](#)

Policy Settings

Unused Software: Please select...

Rarely Used Software: Please select...

Apply Cancel

1E AppClarity

File View Actions Help

### PRODUCTS

Search Products

Publishers

- activePDF
- ActiveState
- ActivIdentity
- Adersoft
- Adobe
- Adolix Software
- Agile Web Solutions
- Aide CAD Systems
- AirMagnet
- Alexander Vigovsky
- Alfred Bollinger
- Altova
- American Power Conversi...
- Amtech
- AnyDWG Software
- Aone Software
- Applian Technologies
- AquaFold
- ArcSoft
- Arobas Music
- Artifex Software
- Aspose
- Auslogics
- Autodesk
- Avanquest Software
- Avaya
- Avery Dennison
- AviSynth
- Bastien Mensink
- Bentley Systems
- Bluebeam

Publisher: Adobe

Product	Licensable	License Managed	Install Count	Entitlement	Compliance Resolution
Acrobat Distiller	✓	✗	4	0	True-up
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Audition	✓	✗	58	0	(none)
Captivate	✓	✗	18	0	(none)
ColdFusion	✓	✗	28	0	(none)
Contribute	✓	✗	43	0	(none)
Creative Suite Design Premium	✓	✗	114	0	(none)

Filter: Licensable, Unknown

Summary Linked Applications Compliance Pricing Software Reclaim Linked Installations Categories Suites Notes

**Policy**

A Software Reclaim policy can be configured to allow automated removal of any installations that are no longer being used.

[Flag as business critical...](#)

Policy Settings

Unused Software: Mandatory uninstall

Rarely Used Software: Optional uninstall

Apply Cancel

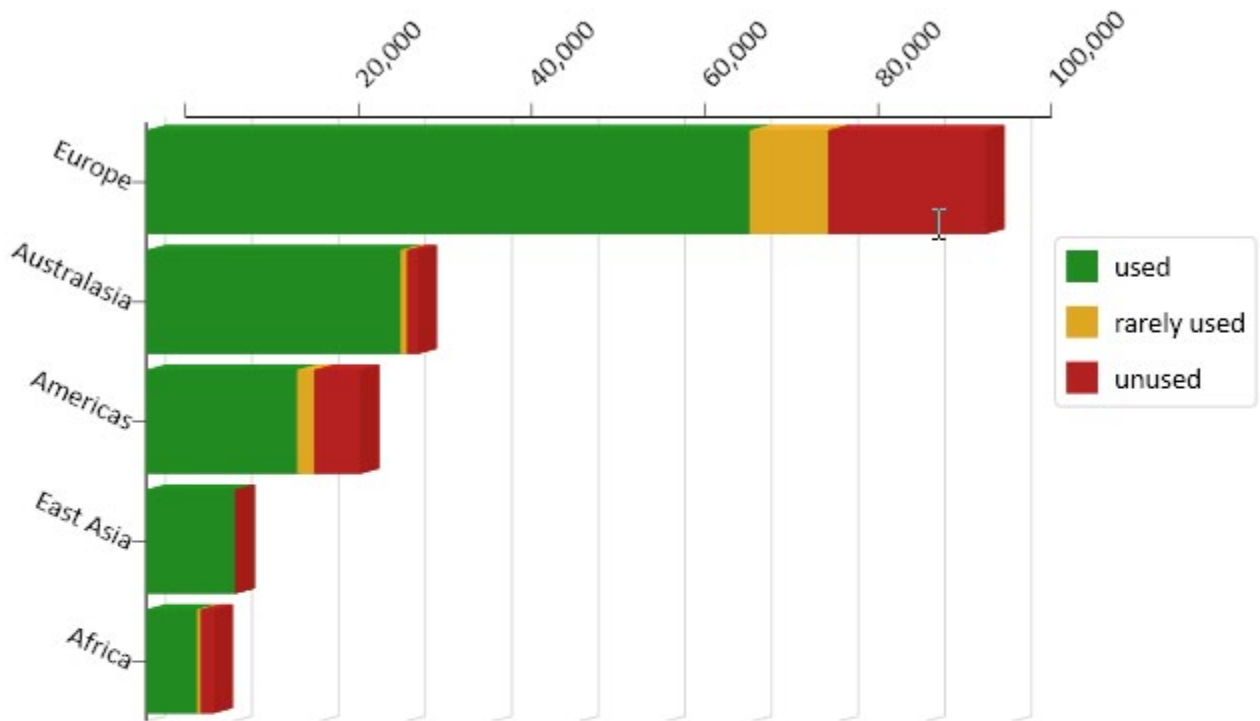
**Jobs - Completed**

Rejected: 0, Failed: 0, Succeeded: 0

**Jobs - In Progress**

Optional: 0, Mandatory: 0

## Deployments



All Deployments:

Region	Unused	Rarely Used	Used	Potential Savings (\$)
Europe	18,102	9,075	69,688	10,395,826.41
Americas	5,265	1,948	17,477	2,950,117.08
Ireland	1,700	539	4,825	719,139.05
Africa	1,424	422	5,914	620,224.69
Australasia	1,190	696	29,433	380,320.63
Central Management Group	1,209	381	2,357	225,254.68
East Asia	1	0	10,281	0.00

## From the brochure:

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AppClarity enables you to make immediate reductions in software costs, analyzing all your applications and providing you with actionable results. AppClarity financially quantifies all software waste and initiates user centric software reclaims. It leverages Microsoft® System Center Configuration Manager to help you reclaim, recycle and reuse your software assets. Compliance is achieved at a much lower cost.

AppClarity helps you:

- Find Unused Software by leveraging Microsoft® Configuration Manager to instantly obtain an accurate picture of all deployed applications. Irrelevant records are filtered out and variances in publisher and product names are normalized. The remaining installations on each PC are classified according to their usage.
- Financially Quantify Software Waste by providing reports with actionable results. All unused software is collated into one report financially outlining the total waste and potential savings. The Unused Software Report is a business case detailing the waste and the steps to take action.
- Reclaim Unused Software Licenses by using our user centric software reclaim to automatically reclaim licenses from unused software in order to reallocate or reduce liability.
- Report Savings with a built-in Software Reclaim Savings Report, which offers a breakdown of savings by publisher and product.

1E Shopping™ and AppClarity work together to provide self-service software provisioning and complete license visibility and control. Users are more likely to return unused software licenses if they know they can easily regain the applications in the future through a corporate app store.

## Links:

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- [Product brochure](#)
- [Pragmatic Software Governance White Paper](#)
- [Reduce, Reclaim and Recycle White Paper](#)
- [Contact Page](#)
- [Product Page](#)

## Customer References:

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- 3M
- ERM
- Aptar Group
- Texas Commission on Environmental Quality
- Arup

## Introduction

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AssetLabs is a web-based software recognition and reconciliation service.

For organizations wishing to make use of their SCCM inventory, a simple data-extraction tool is provided. The tool is installed locally on the network and communicates directly with the SQLServer database, bypassing SCCM. This generates an excel file of installed applications & devices which can be uploaded to the AssetLabs website for processing along with volume license statements from publishers (Microsoft MLS & Adobe LWS).

## Web-based Recognition

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Traditional on-premise software asset management tool vendors typically only have a partial view of their customer's license databases. They might mature the software recognition databases of their tools by accepting requests from customers, assessing databases received during support calls or by external research.

In contrast, the beauty of a web provider such as AssetLabs is that they have immediate visibility of all software across all clients. The software recognition capabilities of their database mature with each new client.

## Negotiation Readiness

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AssetLabs provides the most logical and straightforward software recognition I have seen. This will be a godsend for organizations wrestling with output from traditional inventory tools and attempting to prepare for a Microsoft or Adobe negotiation. It is a business view on technical data with agreement negotiation in mind, and can calculate & build Microsoft ELP (Effective License Position) statements.

Their online service has a very logical way of organising vendors and product lines to take account of the acquisitive nature of software companies and constant state of flux in the industry. For example the software you have installed (MacroMedia,) might not be the company you have an agreement with (Adobe).

Valuable filters are then applied to sort the signal from the noise. If you take the output of a traditional SAM tool, then hire a black-belt licensing specialist to refine the data for a few months – you might have something close to the out-of-the-box service deliverable from AssetLabs.



## Don't Disturb The SCCM Guys

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The key deliverable here is time saved from doing this data-scrubbing in-house. This is a hard sell to the uninitiated, a no-brainer for anyone who has experienced the licensing equivalent of root canal by trying to work with raw SCCM data.

Raw SCCM inventory data is cleaned, normalised, organized and updated. Application upgrade and downgrade rights – and downgrade calculations – can be viewed along support expiry dates, Windows 7 readiness, versions and consumption data. The Microsoft and Adobe ‘auditable’ reports are particularly powerful – cutting out hours and hours of excel crunching and delivering immediate visibility of any compliance exposure.

AssetLabs have attempted to position this solution as harnessing the SCCM data, without bugging the SCCM team. They argue that the SCCM guy is guardian of the data but he has enough on his plate without getting involved with SAM. The solution allows SCCM data to be extracted and used with minimal fuss and interaction with SCCM itself.

## ‘Forecast The Future’

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From the first point in time ‘true-up’ clients can add new inventory and consumption statements over time, allowing Assetlabs to record previous behaviour and predict expected license positions in the future. I suspect that this sort of feature is too far ahead of the curve for most organizations that might be content just to establish a compliance position. But for the more mature organization that wants to enter an enterprise agreement negotiation with accurate information or forecast the budget required for the end of term true up – this will be a valuable tool.

## Product / Service Hybrid

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For desktop volume titles like Microsoft and Adobe, the out of the box recognition is undoubtedly slick. In contrast, the reconciliation process should be considered more of a service. AssetLabs promise a turn-around of less than one day, which is light years ahead of doing it manually. I see more vendors offering this hybrid-managed service, perhaps in conjunction with a LAR. It is in response to the fact that this process takes time and requires specialist expertise.

The economies of scale and efficiency of a cloud service means providers are able to step in and take away some of the heavy lifting at a compelling price.

# Licensing Concierge?

AssetLabs is a tactical solution for audit, true up and negotiation readiness. It will be good to see how their solution develops. There is certainly scope of an online licensing concierge service by perhaps making the SCCM data extraction semi-permanent, introducing software usage information, datacentre vendors and fetching and processing consumption statements on the clients' behalf. Once AssetLabs reaches a critical mass of customers, they could also harness the massive amount of data collected to provide benchmarking and licensing analytics – “how am I doing compared to similar companies of my size?”

One to watch.

## Screenshots

Larger screenshots available online at: <http://www.itassetmanagement.net/microsoft-configmgr-plugins>

### Engage

**Engage** is a scheduler that calculates an optimized inventory timetable and builds a confident entitlement position for a True-up or re-negotiation.

**Inventory phases:**

- **Initiate & Correct:** An 8 week schedule of high frequency inventories
- **Forecast:** bi-weekly inventories to calculate True-ups
- **Prepare:** increasing inventory frequency to ensure stable entitlement position
- **Declare:** 3 week period for SAM Partner to assist in renewal or re-signing

**Timeline** **Schedule**

10

2014

2013

Dec 2012 Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec 2013 Feb

Timeline © SIMILE

**Legend**

- QBR **Quarterly Business Review:** a online and/or onsite meeting with AssetLabs and your SAM Provider to review your entitlement position and efforts
- MLS **Microsoft License Statement:** Available from Microsoft and/or your LAR; this is your historical purchases of all your Microsoft Volume Licensing programs
- CAL **Client Access License:** CAL 'Inventory' is provided via the free Microsoft MAP product, and determines CALs that are 30, 60 and 90 days old
- INV **Desktop Inventory:** The traditional device, OS & 'installed' application inventory as provided via SCCM, MS-MAP or other supported inventory tool
- Review **The 'final' QBR:** 3 weeks prior to true-up/renew date

Modify Timetable

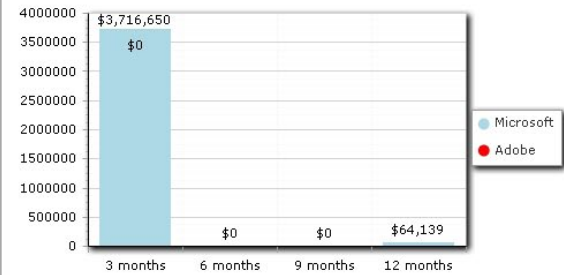
**Windows 7 Analysis**

**4.1%** Failure Rate for Win7 App Migration

Status	Unique Titles	Installs
READY	613	29083
CAUTION	25	1150
NOT READY	62	1091
NOT DECLARED	1854	27453

**Product Support Expiry Analysis**

End of Support Forecast: **\$3,780,789**

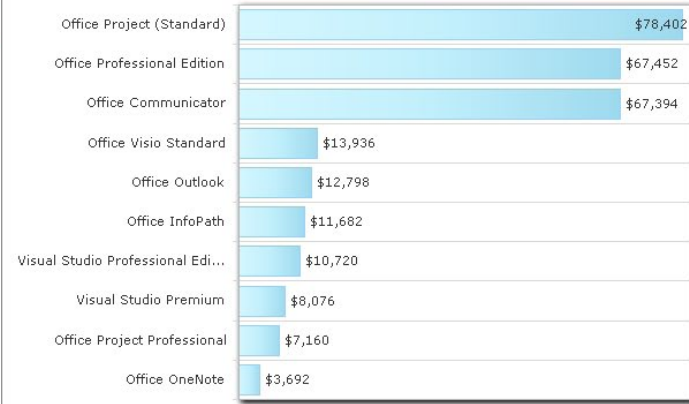


**Microsoft License Exposure**

Microsoft License Exposure: **\$289,424**

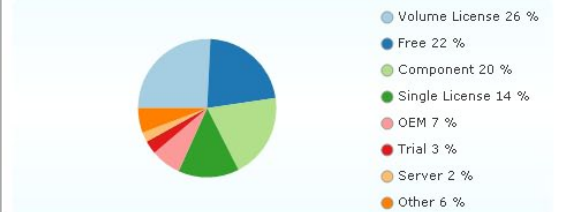
Publisher	Cost
Microsoft	\$289,424
	<b>\$289,424</b>

Top 10 Product Lines (click on graph for details)



**Data Categorization**

SWIDTAG License States



**Data Normalization**

**17.53 Days** saved with AssetCheck Title Normalization  
Your Software Library has **13,992 titles** from **706,226 installs**

Process Required	# of Titles	Time Saved (days)*
Publisher Name Changed	8283	8.63
Product Name Changed	6528	6.80
EMPTY Publishers Researched	2015	2.10
		<b>17.53 Days Saved</b>

**OnXNA2 (2010/10/04) - Line Of Business**

Software	Qty.	Delta	Lic.	License Type	Category
<b>Microsoft</b>	<b>18763</b>	<b>311</b>	↑		
Office Suite Family	5449	-67	↓		
Office Professional Edition	5252	109	↑	Volume License	End-User Productivity
Office Enterprise Edition	155	-184	↓	Volume License	End-User Productivity
Office Small Business Edition	40	7	↑	Volume License	End-User Productivity
Office Small Business (2003) 11	38	5	↑		
Office Small Business (2007) 12	2	NEW	↑		
Office Home and Business	1	1	↑	Single License	End-User Productivity
Office Premium	1	0		Volume License	End-User Productivity
Configuration Manager Client	2526	63	↑	Volume License	IT Mgmt
Remote Desktop Connection	2366	-11	↓	Component	IT Mgmt
Office Communicator	2174	42	↑	Volume License	Communications
Office Applications Family	1425	249	↑		
Office Visio Professional	514	135	↑	Volume License	End-User Productivity
Office Visio Professional (2007) :	285	177	↑		
Office Visio Professional (2003) :	229	-42	↓		
Office Project Professional	380	99	↑	Volume License	End-User Productivity
Office Project Professional (2001)	208	146	↑		
Office Project Professional (2001)	170	-47	↓		
Project Professional (2002) 10	2	0			
Office Outlook	162	-11	↓	Volume License	End-User Productivity
Office Project (Standard)	146	26	↑	Volume License	End-User Productivity
Office Visio Standard	67	-21	↓	Volume License	End-User Productivity
Office InfoPath	66	6	↑	Volume License	End-User Productivity
Office OneNote	52	12	↑	Volume License	End-User Productivity
Office Excel	19	4	↑	Volume License	End-User Productivity

**Office Small Business Edition** by: Microsoft

**Version Analysis**  
Version Standard: **100%** Optimal

80% of software should be within 2 most recent versions to reduce support & productivity costs

Popular Standard: **11 (2003)**  
% new rogues: **5%**  
# of upgrade candidates: **0**

**Publisher Support Details**

Version	Support End Date	Support Dates			Windows 7 Ready	
		No Support	1 year to End	OK	32-bit	64-bit
12 (2007)	03/02/2012		2		OK	OK
11 (2003)	03/02/2009	38			OK	OK

OnXNA2 (2010/10/04) Line Of Business End User Distractions All Installs (A - F) Tree Grid Export ELP

Software	Qty.	Delta	Lic.	License Type	Category
<b>Microsoft</b>	<b>18763</b>	<b>311</b>			
Office Suite Family	5449	-67			
Configuration Manager Client	2526	63		Volume License	IT Mgmt
Remote Desktop Connection	2366	-11		Component	IT Mgmt
Office Communicator	2174	42		Volume License	Communications
Office Applications Family	1425	249			
Office Visio Professional	514	135		Volume License	End-User Productivity
Office Visio Professional (2007) :	285	177			
Office Visio Professional (2003) :	229	-42			
Office Project Professional	380	99		Volume License	End-User Productivity
Office Outlook	162	-11		Volume License	End-User Productivity
Office Project (Standard)	146	26		Volume License	End-User Productivity
Office Visio Standard	67	-21		Volume License	End-User Productivity
Office InfoPath	66	6		Volume License	End-User Productivity
Office OneNote	52	12		Volume License	End-User Productivity
Office Excel	19	4		Volume License	End-User Productivity
Office Word	8	1		Volume License	End-User Productivity
Office Access	5	-2		Volume License	End-User Productivity
Office SharePoint Designer (for	2	0		Free	End-User Productivity
Office PowerPoint	1	-1		Volume License	End-User Productivity
Office Visio	1	1		Volume License	End-User Productivity
Office Visio Premium Edition	1	1		Volume License	End-User Productivity
Office Visio Professional Trial	1	-1		Trial	End-User Productivity
SMS Client Setup Bootstrap	1222	-182		Component	IT Mgmt
Office Live Meeting	617	14		Vol. Subscription	Communications
SQL Server Family	376	13			
Visual Basic for Applications Core	300	40		Component	Development
SQL Server Native Client	283	12		Component	Server Apps
OGA Notifier	275	38		Free	Communications
MOM (MS Operations Manager) A	136	6		Volume License	IT Mgmt
SQL Server Desktop Engine	123	7		Component	Server Apps
Windows Resource Kit Tools	102	-3		Free	Server Apps
Visual Studio Family	102	4			
SMS Toolkit	85	-3		Component	IT Mgmt
Tool Web Package:Diruse.exe	83	-3		Free	Server Apps
SQL Server Tools	81	2		Component	Development
Windows Live Messenger	77	-2		Free	Communications
SQL Server Analysis Services	75	12		Component	End-User Productivity
XML Parser	73	-5		Free	Development

Inventory Licenses License Forecast Devices

True-Up Analysis Monthly Unit Rate: 11.520 units Renewal Date: 10/7/2012 True-Up Cost: \$459.00 /unit

No Existing Fees Owed

Forecasted True-Up Fees

Version	License Remaining	Zero License Date	True-up Quantity	Forecasted True-up Cost
Office Visio Professional (2007) 12	65	2011-03-22	217	\$99,585.00
Office Visio Professional (2003) 11	171	2012-06-09	46	\$21,151.00

OnXNA2 (2010/10/04) - Line Of Business

OnXNA2 (2010/10/04) Line Of Business End User Distractions All Installs (A - F) Tree Grid Export ELP

Software	Qty.	Delta	Lic.	License Type
<b>Microsoft</b>	<b>18763</b>	<b>311</b>		
Symantec	5039	126		
Autodesk	4283	258		
Adobe	4124	21		
Quest	2395	2276		
Check Point Software	1425	-34		
Intel	1173	191		
Metech	826	-7		
Citrix	651	-70		
Open Text	638	182		
SafeNet	616	10		
UPEK	607	51		
HP	532	1		
iPass	516	145		
Apple	433	22		
AuthenTec	419	12		
VMware	418	29		
Python Software Foundator	369	-6		
ESRI	349	-2		
Runge	344	-23		
Rockwell Automation	305	45		
GE Fanuc	261	-21		
EMC	258	8		
Research In Motion	242	0		
Cisco	204	23		
DameWare Development	204	35		
RealVNC	200	20		
Oracle	170	6		
Pervasive	170	69		
Intuit	148	-16		
National Instruments	132	52		
IBM	130	-40		
Nortel Networks	127	-31		
IDS	107	1		

Cost Exposure

## Microsoft - Current Cost Exposure - \$3,542,594

Product Line	Installed Value	Unlicensed Installs	License Investment
	\$5,009,214	\$3,542,594	\$5,002,315
Configuration Manager Client	\$0	\$0	\$0
Office Access	\$940	\$940	\$0
Digital Image Pro	\$0	\$0	\$0
Money	\$0	\$0	\$0
Office Communicator	\$67,394	\$67,394	\$0
Office InfoPath	\$11,682	\$11,682	\$0
Office Live Meeting	\$0	\$0	\$0
Office OneNote	\$3,692	\$3,692	\$0
Office Outlook	\$12,798	\$12,798	\$0
Office Professional Edition	\$4,217,356	\$3,319,602	\$4,300,065
Office Project Professional	\$340,100	\$7,160	\$358,000
Office Project (Standard)	\$78,402	\$78,402	\$0
Office Visio Professional	\$235,926	\$0	\$344,250
Office Visio Standard	\$13,936	\$13,936	\$0
Operations Manager	\$0	\$0	\$0
Producer for Office PowerPoint	\$0	\$0	\$0
SQL Server	\$0	\$0	\$0
Streets & Trips	\$0	\$0	\$0
Visual FoxPro	\$0	\$0	\$0
MSDN Library for Visual Studio	\$0	\$0	\$0
Visual FoxPro Baseline	\$0	\$0	\$0
Visual Studio Professional Edition	\$10,720	\$10,720	\$0
Office PowerPoint	\$184	\$184	\$0
Office Word	\$1,472	\$1,472	\$0
System Center Configuration Manager Primary Site	\$0	\$0	\$0
Office Excel	\$3,496	\$3,496	\$0
Expression Blend	\$0	\$0	\$0
Expression Design	\$0	\$0	\$0
Expression Studio	\$0	\$0	\$0
Expression Encoder	\$0	\$0	\$0



# Win7Assist Dashboard

## Migrate Now

Pay **\$163,944** now, or ...

# 891

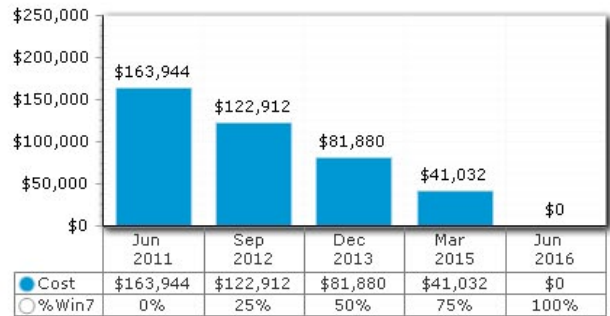
PCs to be upgraded



## Migrate Via Hardware Replacement

...wait until **Jun 2016** via OEM purchases

PC lifespan: 60 months



## Application

Publisher ^	Product	Your Version	Latest Version	Win7 32-bit Status	Win7 64-bit Status	Quantity	Total Cost
Adobe	InDesign	7 (CS5)	7	OK	No	2	\$1,398
Adobe	Presenter	7	7	No	No	2	\$1,000
Adobe	Reader	8	10	Upgrade	Upgrade	56	\$0
Adobe	SVG Viewer	3	6	No	No	862	\$0
Audacity Team	Audacity	1	1	No	No	1	\$0
Autodesk	AutoCAD	2008 (2008)	2010	No	No	1	\$0
Cisco	VPN Client	5	5	OK	No	3	\$0
Corel	CorelDRAW Graphics Suite 11	11 (X1)	15	No	No	1	\$499
Microsoft	Office Professional	8 (97)	14	No	No	88	\$70,664
						<b>Sum : 1022</b>	<b>\$77,956</b>

## From the brochure:

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From the creator of Microsoft's SCCM 'Asset Intelligence' reports & categories comes AssetCheck: an 'on-demand' license entitlement solution to empower your team to immediately determine your current entitlement position, forecast future license violations, spot potential productivity & security risks, and review Windows 7 compatibility requirements. Within minutes, use your SCCM data to create & share executive dashboards that identify licensing, budget, productivity and security risks.

## Links:

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- [Contact Assetlabs](#)

## Customer References:

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- First Citizen's Bank
- Gov't of Alberta
- Southern Nuclear

## Introduction

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Most of the tools in this review work on the basis of extracting data from Microsoft SCCM to use in another system or to display additional windows within the SCCM console.

BDNA has a whole different approach – They simply use their system to enrich SCCM itself. SCCM data is extracted, clarified, nourished with additional information and then reinserted back into Configuration Manager in the form of new WMI classes, which can be accessed via the main SCCM console.

In comparison to other tools in this review, this approach empowers the SCCM Administrator with additional information rather than purely piggybacking on his infrastructure.

For example the SCCM Administrator can run a query on all Microsoft software installed, and using the additional data classes provided by BDNA, run a report on which titles are licensable or part of a suite without leaving Configuration Manager. For most organizations I speak to, this single feature alone would justify the investment.

### 3-Minute Video Overview of BDNA Normalize for ConfigMgr

View at: <http://www.itassetmanagement.net/microsoft-configmgr-plugins/bdna/>

BDNA have focused Normalize for ConfigMgr around several specific high value initiatives that organizations might deliver to make better use of their SCCM data. These include:

- Application Licensable Status, Software Rationalisation, Suite vs Stand-alone software identification, Software Usage and other SAM, Audit or ITAM Projects
- Windows 7 Application Compatibility
- Ongoing Support Availability
- Consolidation, CMDB or other IT Architecture Projects looking for an automated way to assign standard taxonomies to their asset data.

Normalize for ConfigMgr is an on-premise product that is backed by a web-based reference catalog that is updated daily and tracks over 200,000 hardware models and over 170,000 software releases. Because the aim of the product is to enrich SCCM rather than taking the data elsewhere – the actual console for Normalize CM is very straight forward and consists of two main features:

- Perform the Normalize process of clarifying and enriching SCCM data and schedule future normalization

- And Update the catalog from BDNA with the latest updates and uploads any unrecognized products for future classification

Once this initial configuration has been performed all future work is carried out within SCCM itself. As I mentioned in the previous [Inventory and Discovery Tools Group test](#) – BDNA provides an additional layer of business context on top of your existing data like augmented reality for IT Assets.

Two new classes are created within the SCCM database for software and hardware, which can be reported on via the main SCCM console via queries, collections or reports.

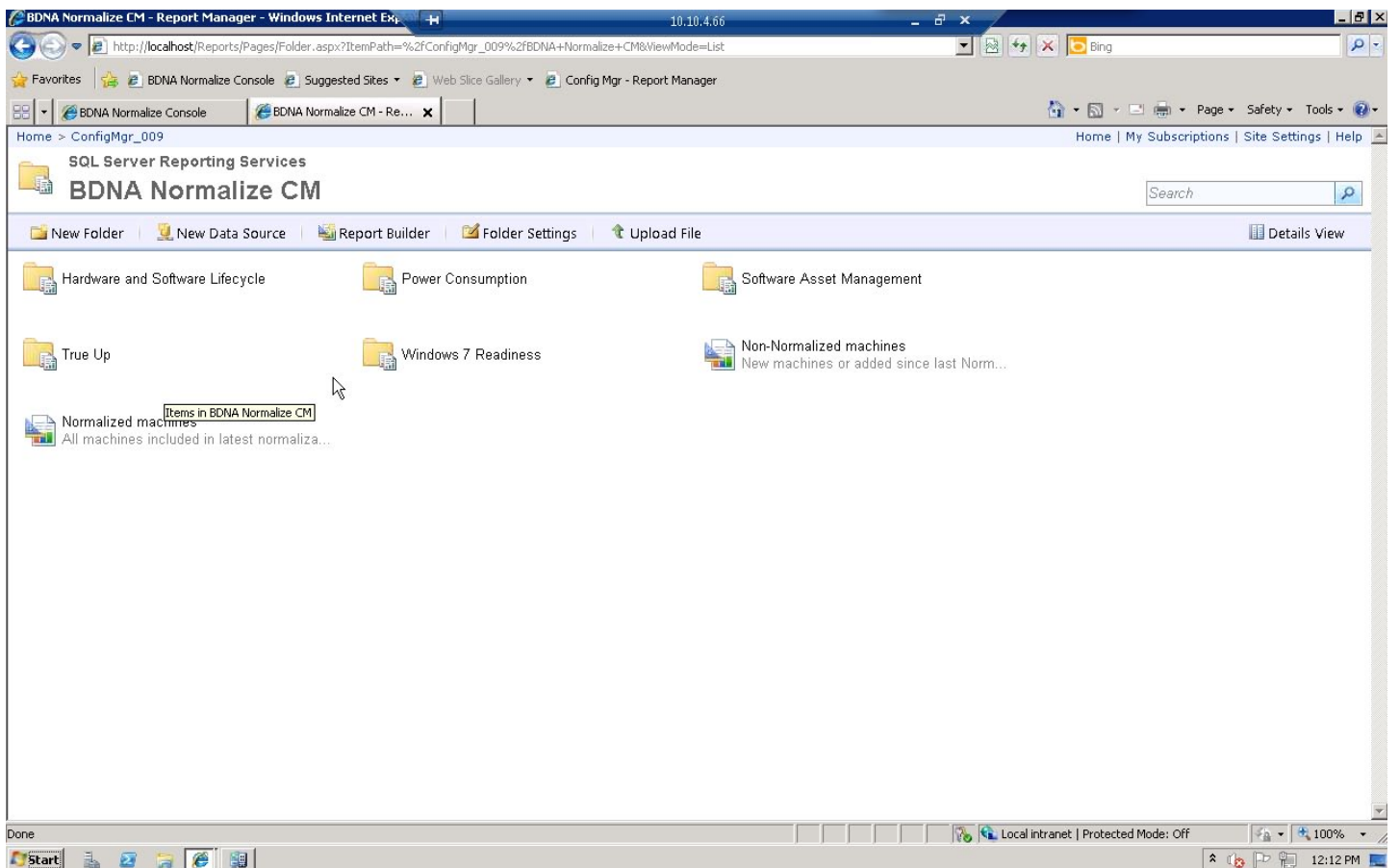
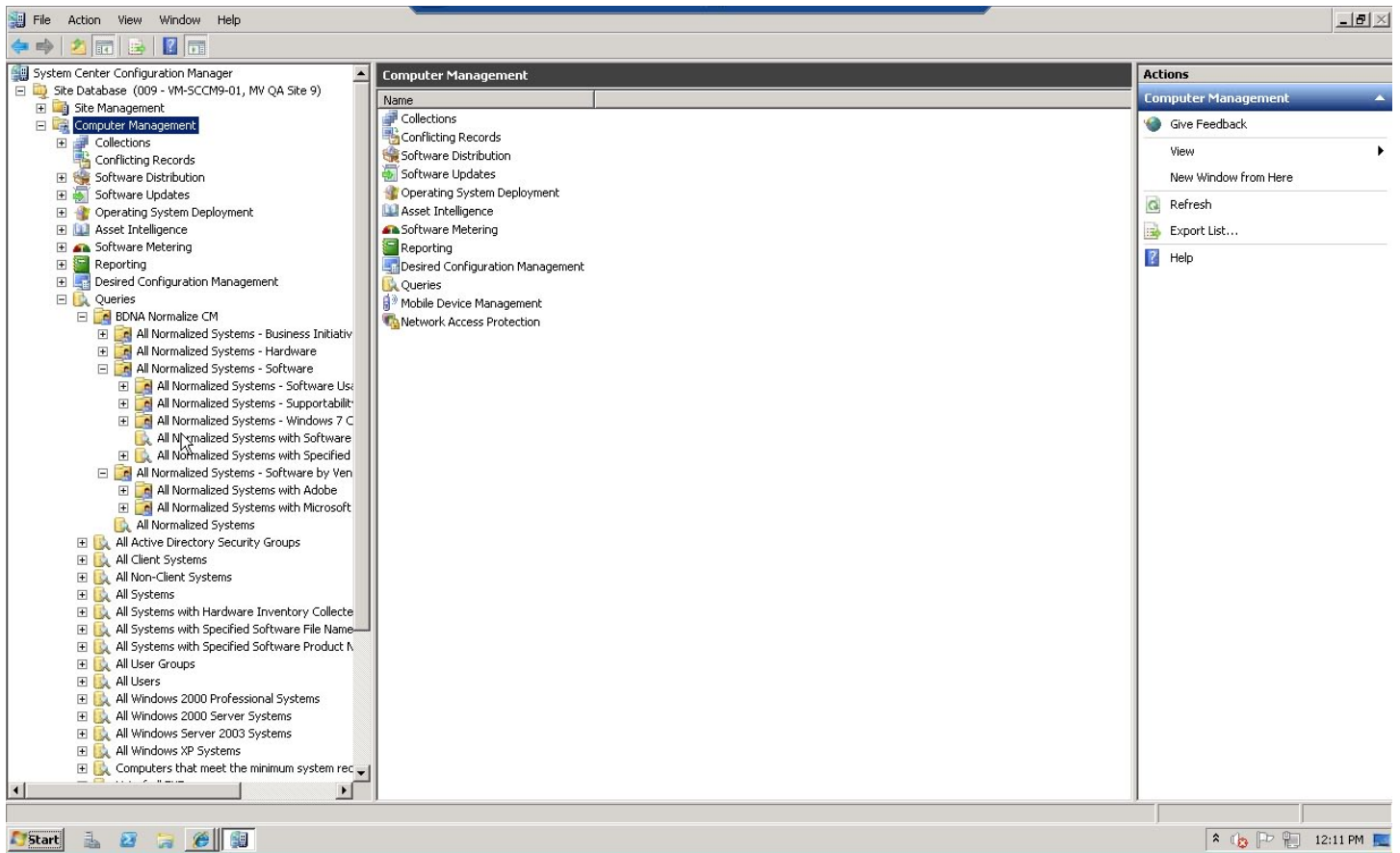
The bottom line here is time saved and increased productivity for the Desktop Management team. Time saved in query writing, trying to interpret what SCCM has discovered and researching what it means for current projects.

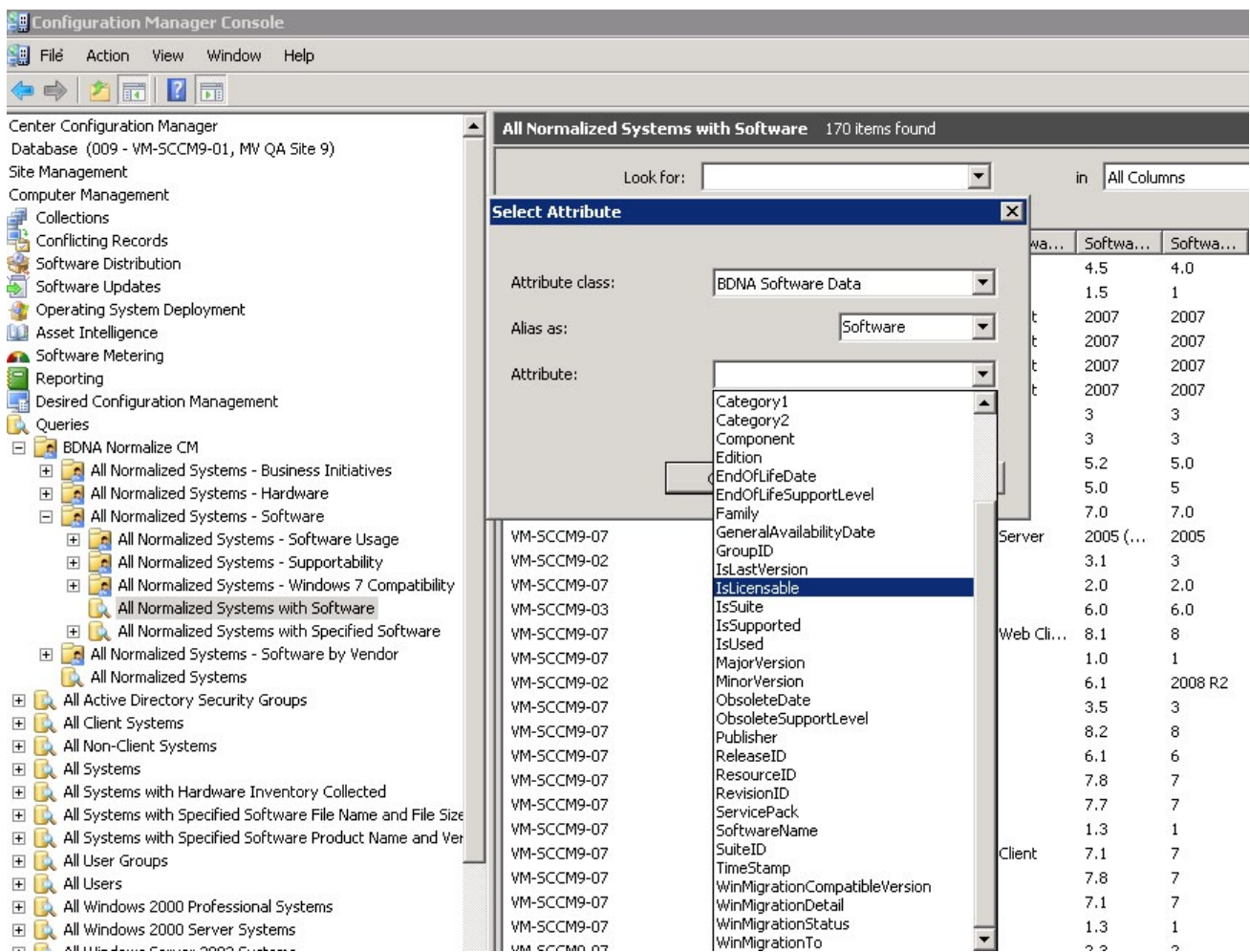
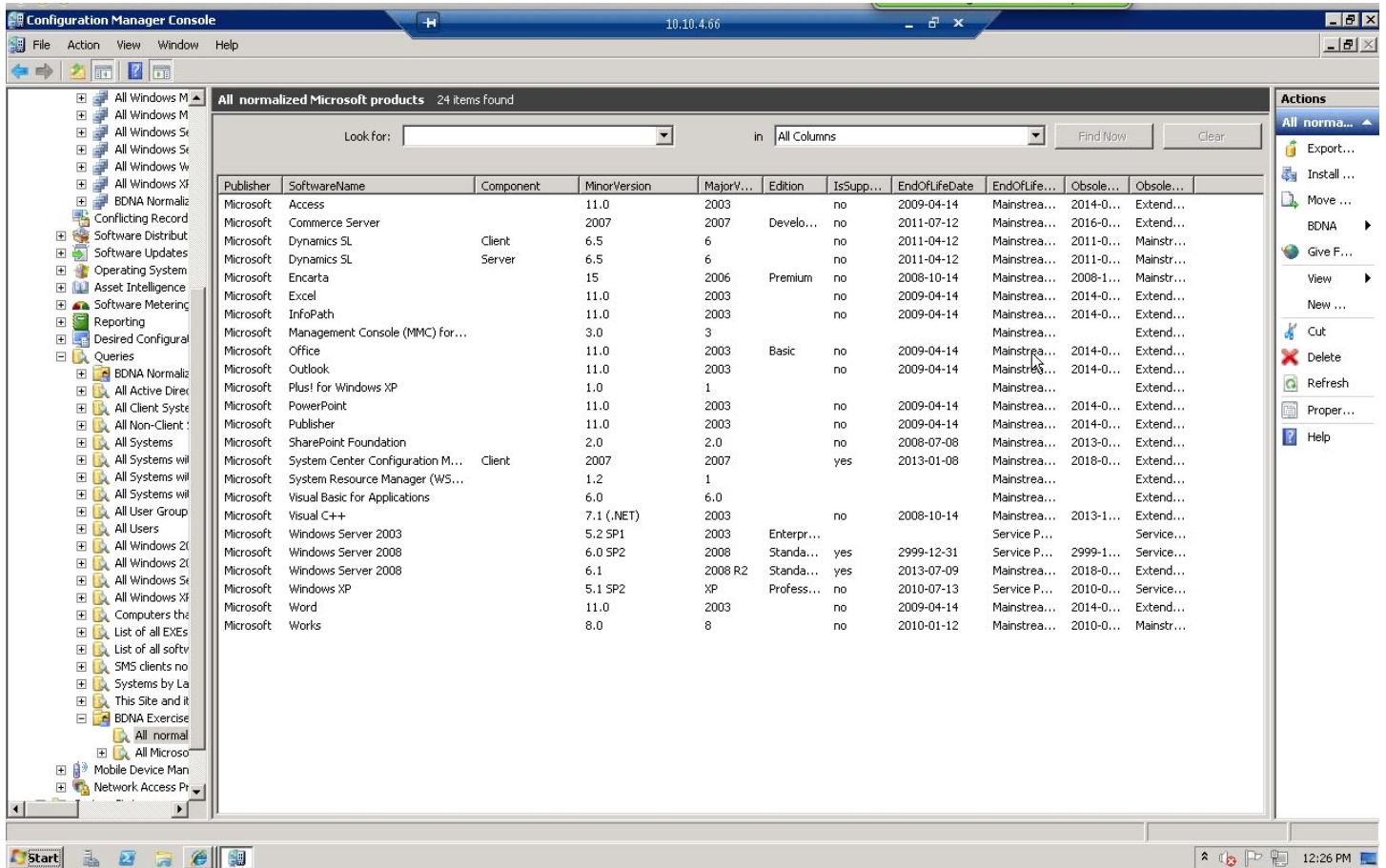
## Screenshots

Larger screenshots available online at: <http://www.itassetmanagement.net/microsoft-configmgr-plugins>

The screenshot displays the BDNA Normalize CM web application interface. The top navigation bar includes 'BDNA Normalize CM', 'Activity Monitor', 'Registration', 'Community', and 'Help'. The main content area is split into two panels: 'Normalize' and 'Catalog'. The 'Normalize' panel features a large orange 'Normalize' button, a 'Last Normalization: Tuesday, 25 October 2011' status box, and a 'Schedule' section with a checked checkbox. Under 'Simple Schedule', there is a text input field containing '1' and a 'Days' dropdown menu. A 'Save' button is located at the bottom of the 'Normalize' panel. The 'Catalog' panel has a greyed-out 'Synchronize' button and an unchecked 'Schedule' checkbox. The footer contains 'Terms & Conditions', 'About', 'Contact', and '© 2011 BDNA Corporation. All rights reserved.'







## From the brochure:

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BDNA Normalize for ConfigMgr™ (Normalize CM™) boosts productivity for Microsoft System Administrators, saving them hundreds of hours of scripting and query development time. It does this through the delivery of detailed, actionable information about the hardware and software environment directly into your ConfigMgr database and console. Normalized information provides the clarity, accuracy and context required for enabling effective operational and strategic decision making.

The normalization process filters SCCM inventory data, clarifies the current manufacturer and product names in addition to identifying software suites. Finally, normalization enriches the discovered product information with additional attributes including non-discoverable market data such as Windows 7 compatibility, licensability and support end-of-life dates.

Normalize CM is powered by BDNA Technopedia™, the world's largest IT reference catalog, containing more than 10,000 manufacturers, 170,000 hardware models, over 150,000 software products and 14 million market data points. Because Technopedia is updated daily it keeps pace with your evolving hardware and software environment..

## Links:

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- [Contact Us](#)
- [Product Page](#)
- [BDNA Normalize CM Group on myITforum](#)

## Introduction

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In a previous life the company I worked for used to sell ‘Claret Crunching’ as a service. A highly specialist skill whereby you interpret, filter and clean up the raw output from a Microsoft Claret report and crunch through all the data in order to determine the license entitlement for a company (The Claret is now better known as a Microsoft License Statement or MLS).

The ability to interpret License Statements is a rare and valuable skill; you need an encyclopedic knowledge of licensing programs; an eye for detail, a memory for historical changes over the years and the war-wounds of experience.

Unlike most SAM offerings that might have evolved as a natural extension of inventory and auditing tools, it is evident that ‘License Manager’ from License Dashboard developed from Claret crunching. It demonstrates all the hallmarks of a great software auditor yet in an automated fashion. It meticulously combs through the evidence as a licensing specialist would and presents an auditor's picture of both compliance and usage.

There are three core components to the License Dashboard offering:

1. ‘License Manager’ – an entitlement centric license management solution that works independently of inventory source.
2. ‘Discovery’ – Inventory and Discovery tool (with agent-based and agent-less options)
3. ‘SAM Portal’ – Browser based platform for delivery of all aspects of the software lifecycle (software request, catalogue, approval etc.)

## Talking with Microsoft SCCM

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License Manager uses an external connector to read data from the SCCM database. As with other products in this review this is a one-way export of data into the License Manager application, which runs in isolation from SCCM.

# SAM Workspaces

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The License Manager product is divided into seven workspaces as follows:

1. **Dashboard Summary** – a visual summary of installs, compliance, surpluses with drill-down to further analysis
2. **License Inventory** – Import License Statements and Vendor purchase history
3. **Contract Inventory** – Manage more complex contracts and agreements
4. **License Entitlements** – provides an aggregated summary of true entitlement
5. **Data Cleanse** – Walks the user through the recognition process
6. **Software Usage** – If SCCM metering has been enabled users can harness the data within License Manager
7. **Reports** – various summaries and vendor centric reports for generating compliance summaries or true-up statements

I believe the real strengths and differentiators of this offering are threefold:

1) The ability to provide a workbench for a number of sources

License Manager can import and aggregate multiple inventory sources as well as SCCM data. From the other side of the entitlement equation it also provides an automatic import of license statements from software publishers or other purchasing databases.

2) The transparency of the recognition process

License Manager imports a number of layers of SCCM data: the details of MSI packages, software executables, hardware and, where appropriate, software usage details.

It then guides the user through the software recognition process. If necessary, users can lift up the hood and see a deep dive of how data has been processed and see the logic behind the decisions. With transparency comes trust. You can see how things have been interpreted understand the process – important if you want to have real faith in the data.

3) The intelligence it adds to the license import process

On the basis that if you put junk in you'll get junk out – License Manager does not just pump the asset database with crooked data; it defines which transactions it will process, those it can't and the reasons why. Vendor statements are rarely definitive. Anomalies or discrepancies crop up. It walks the user through the process as if an auditor were looking over your shoulder.

# ROUTE TO MARKET

As with other solutions in this review, License Dashboard offers a mixture of products and services depending on the requirements of the customer. Ranging from complete outsource of the SAM function to stand alone product sale with occasional handholding when required. For the purposes of this review we looked at the 'License Manager' offering but License Dashboard also offer a workflow engine which aligns to the whole software lifecycle so organizations can explore outsourcing SAM in it's entirety.

## Screenshots

Larger screenshots available online at: <http://www.itassetmanagement.net/microsoft-configmgr-plugins>

The screenshot displays the License Dashboard application interface. On the left, there is a navigation pane with sections for 'Tasks' (including Add License, View License Details, Move License, Split And Move License, Base License Allocation, Register License, Unregister License, Unallocate Base License, Import License Inventory, Export License Inventory, Change Load Status, Re-evaluate Licenses, Delete License) and 'Business Units' (Root). Below this are 'Business Unit Options', 'Current View' (Default, Copy of Default, View Options), and a list of dashboard components: Dashboard Summary, License Inventory (selected), Contract Inventory, License Entitlements, Data Cleanse, Software Usage, Dictionaries, and Reports. The main area shows a table with columns: License ID, Manufacturer, License, License M, License Qty, Maint Qty, Status, and Register. A 'License Inventory Import' dialog box is open in the center, showing fields for Data Type (Microsoft MLS), Import From (C:\Users\Schamberlain\...\Demonstration Data\MLS\LD Corp-MLS I), Created On (11 November 2011 09:57:08), Audit Date (01 July 2011), and Organization (LD Corp). It also has radio buttons for Load Set (New Load Set, Existing Load Set) and Import type (Complete set of all inventory items, Partial set of inventory items). A 'Verify inventory items' button is visible at the bottom of the dialog. The status bar at the bottom indicates 'Page 1 of 0 (0 items)' and 'Items Per Page: 5000'.

License ID	Manufacturer	License	License M	License Qty	Maint Qty	Status	Registered
1	Microsoft	Windows Server CAL 2003 Sngl MVL User CAL	User CAL	1	0	Valid, not registered	●
2	Microsoft	Project 2002 Win32 English MVL w/1 ProjectSvr CAL	Device	2	0	Valid, not registered	●
3	Microsoft	Project 2002 Win32 English MVL w/1 ProjectSvr CAL	Device	1	0	Valid, not registered	●
4	Microsoft	Windows Server CAL 2003 Sngl MVL User CAL	User CAL	1	0	Valid, not registered	●
5	Microsoft	Windows Server CAL 2003 Sngl MVL User CAL	User CAL	1	0	Valid, not registered	●
6	Microsoft	Exchange Standard CAL 2000 English MVL	CAL	1	0	Valid, not registered	●
7	Microsoft	Windows Server CAL 2003 Sngl MVL User CAL					
8	Microsoft	Exchange Standard CAL 2000 English MVL					
9	Microsoft	Windows Server CAL 2003 Sngl MVL User CAL					
10	Microsoft	Exchange Standard CAL 2000 English MVL					
11	Microsoft	Exchange Standard CAL 2000 English MVL					
12	Microsoft	Exchange Standard CAL 2000 English MVL					
13	Microsoft	Windows Server CAL 2003 Sngl MVL User CAL					
14	Microsoft	Project 2002 Win32 English MVL w/1 ProjectSvr CAL					
15	Microsoft	Exchange Standard CAL 2000 English MVL					
16	Microsoft	Windows Server CAL 2003 Sngl MVL User CAL					
17	Microsoft	Exchange Standard CAL 2000 English MVL					
18	Microsoft	Windows Server CAL 2003 Sngl MVL User CAL					
19	Microsoft	Project 2002 Win32 English MVL w/1 ProjectSvr CAL	Device	1	0	Valid, not registered	●
20	Microsoft	Project 2002 Win32 English MVL w/1 ProjectSvr CAL	Device	1	0	Valid, not registered	●
21	Microsoft	Project 2002 Win32 English MVL w/1 ProjectSvr CAL	Device	1	0	Valid, not registered	●
22	Microsoft	Project 2002 Win32 English MVL w/1 ProjectSvr CAL	Device	1	0	Valid, not registered	●
23	Microsoft	Windows Server CAL 2003 Sngl MVL User CAL	User CAL	2	0	Valid, not registered	●
24	Microsoft	Project 2002 Win32 English MVL w/1 ProjectSvr CAL	Device	1	0	Valid, not registered	●
25	Microsoft	Exchange Standard CAL 2000 English MVL	CAL	3	0	Valid, not registered	●
26	Microsoft	Windows Server CAL 2003 Sngl MVL User CAL	User CAL	3	0	Valid, not registered	●
27	Microsoft	Project 2002 Win32 English MVL w/1 ProjectSvr CAL	Device	1	0	Valid, not registered	●
28	Microsoft	Exchange Standard CAL 2003 English MVL User CAL	User CAL	1	0	Valid, not registered	●
29	Microsoft	Exchange Standard CAL 2003 English MVL User CAL	User CAL	5	0	Valid, not registered	●
30	Microsoft	Windows Server CAL 2003 Sngl MVL User CAL	User CAL	5	0	Valid, not registered	●
31	Microsoft	Windows Server CAL 2003 Sngl MVL User CAL	User CAL	1	0	Valid, not registered	●
32	Microsoft	Exchange Standard CAL 2003 English MVL User CAL	User CAL	1	0	Valid, not registered	●
33	Microsoft	Exchange Standard CAL 2003 English MVL User CAL	User CAL	1	0	Valid, not registered	●
34	Microsoft	Windows Server CAL 2003 Sngl MVL User CAL	User CAL	1	0	Valid, not registered	●
35	Microsoft	Exchange Standard CAL 2003 English MVL User CAL	User CAL	1	0	Valid, not registered	●
36	Microsoft	Windows Server CAL 2003 Sngl MVL User CAL	User CAL	1	0	Valid, not registered	●
37	Microsoft	Exchange Standard CAL 2003 English MVL User CAL	User CAL	1	0	Valid, not registered	●
38	Microsoft	Windows Server CAL 2003 Sngl MVL User CAL	User CAL	1	0	Valid, not registered	●
39	Microsoft	Project 2002 Win32 English MVL w/1 ProjectSvr CAL	Device	1	0	Valid, not registered	●
40	Microsoft	Project 2002 Win32 English MVL w/1 ProjectSvr CAL	Device	1	0	Valid, not registered	●
41	Microsoft	Exchange Standard CAL 2003 English MVL User CAL	User CAL	4	0	Valid, not registered	●

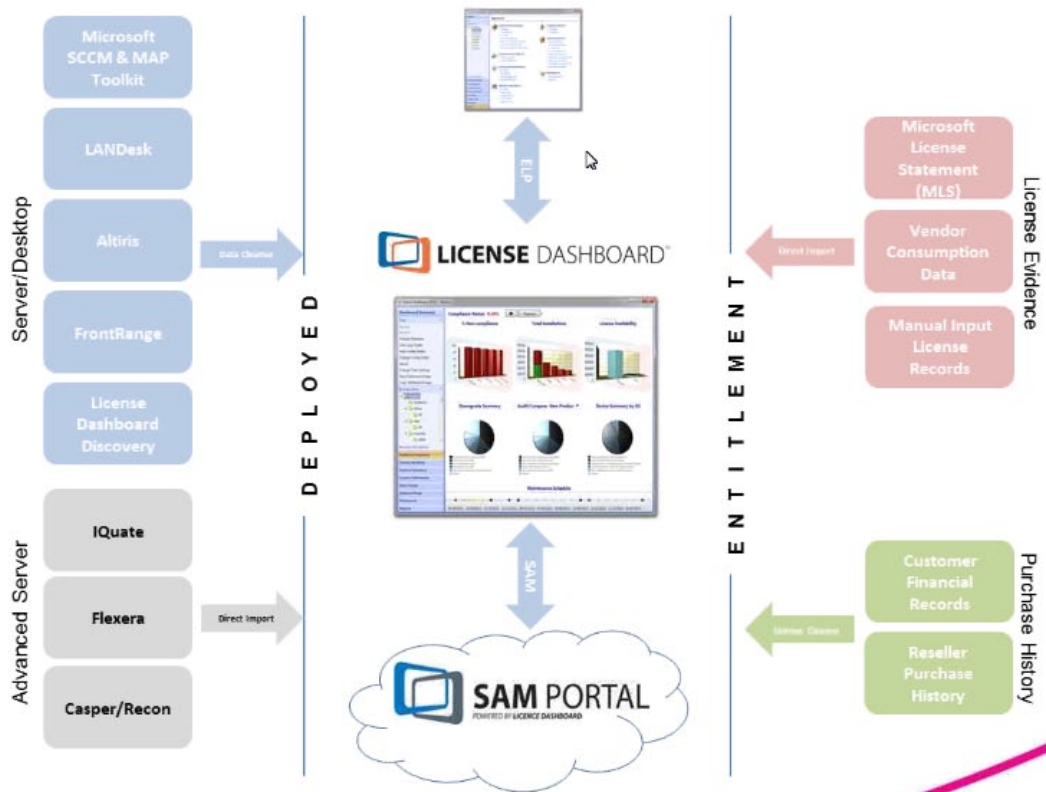
**Base License Allocation**

Number of items with no base license:

- Unallocated Upgrades: 65
- Unallocated Maintenance Only: 9
- Unallocated Step Ups Upgrades: 5

It is possible to automatically allocate base licenses to Upgrade or Maintenance Only licenses. Use the Automatically Allocate Base Licenses button to do this.

Scope:  Selected business unit only  
 All business units





## From the brochure:

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License Manager achieves the most accurate and advantageous reconciliation between software usage and license entitlements by automatically:

- Importing and validating license entitlements from multiple sources (Microsoft Licensing Statements, Vendor and Reseller reports, individual license documents)
- Calculating downgrade and cross-grade rights according to purchased items
- Importing and cleansing software audit data from any inventory solution (includes connectors for SCCM, LANdesk, Altiris etc)
- Reconciling usage against entitlements to calculate the most advantageous Effective Licensing Position (ELP) for the organization
- Reporting on software installations, licensing position and more

License Manager comprises interfaces for both the administration of software license management and reporting tools for IT and business managers across the organization.

License Dashboard License Manager is available as a stand-alone solution or as an integral part of both the Enterprise Suite and Small Business Edition solutions.

### Links:

- [Home page](#)
- [Contact](#)
- [Evaluation](#)
- [Online Demo](#)

### Customer References:

- Leeds Partnership NHS Trust
- Irwin Mitchell Solicitors
- North Lincolnshire Council
- Homeserve

## Introduction

---

LicenseWatch have a focused SAM solution aimed at the Mid-Market.

LicenseWatch takes a feed from Microsoft ConfigMgr and can be configured to receive the latest changes on a scheduled basis. As an optional step administrators can also ask LicenseWatch to communicate audit schedules back to ConfigMgr to execute.

Data is imported in three forms:

- Add / Remove Programs
- Application Files
- WMI Data

## What it adds to SCCM Data

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Once imported LicenseWatch applies its software recognition logic:

- **Upgrade and downgrade rights** are calculated (e.g. We've bought Windows 7 licenses but we're actually using a previous version)
- **Secondary Use Rights** (Some vendors allow users to use their license on a second machine, such a home device or virtual machine. Both Microsoft and Adobe include second use rights in their licensing programs and it can be costly to overlook it)
- **The Licensable Status of Software** – cut to the chase – just show me what applications need a license
- **Indicative Value** – This is very clever – LicenseWatch use lookups from various websites to estimate the value of software – very powerful if you want a quick view of risk
- **Software is categorized**
- **Applications are organized** into Product Bundles, Families and Suites

LicenseWatch includes support for various license types including device, concurrent, CPU, CAL, site license etc. LicenseWatch also includes features to help with Contracts Management such as reminders and management of maintenance contracts and subscription licensing.

Organizational structures and business units can be built dynamically based on Active Directory, HR structures or dynamic machine characteristics.

The LicenseWatch software recognition process is open and transparent and is delivered via an easy to use interface. Administrators can easily see the different inventory sources used in the software recognition process and the logic behind each step.

## Enterprise Integration

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LicenseWatch can connect simultaneously with multiple inventory systems and offers support for various virtual platforms such as:

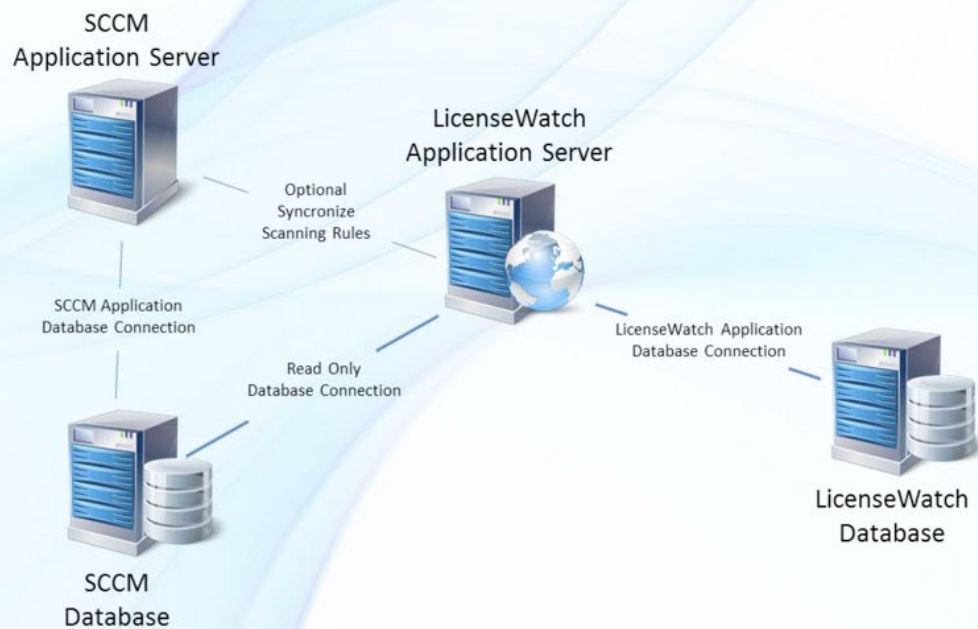
- VMware ESX (V-Center)
- Citrix XenApp
- Citrix XenDesktop
- Microsoft Terminal Services
- Microsoft Hyper-V
- App-V

This is a strong SAM offering for the Mid-Market from LicenseWatch – if you have invested in SCCM and are looking to gain visibility of licensing this is definitely one for the shortlist.

# Screenshots

Larger screenshots available online at: <http://www.itassetmanagement.net/microsoft-configmgr-plugins>

## Schematic Overview



*LicenseWatch*

LicenseWatch

WELCOME TO LICENSEWATCH

- Segments
- Users
- Software
- Workstations
- Assets
- Agreements
- Reports
- Administration

**4 CRITICAL EXCEPTIONS THAT NEEDS YOUR ATTENTION!**

**4 MINOR EXCEPTIONS THAT NEEDS YOUR ATTENTION!**

**4 PIECES OF INFORMATION**

LicenseWatch

COMPLIANCE REPORT

Application	Manufacturer	Workstations	Installations	Users	Licenses	Unused Licenses	Unlicensed
office							
Microsoft Office	Microsoft	8283	9011	5521	7000	0	1310
Microsoft Office Ultimate	Microsoft	1	1	1	0	0	1
Microsoft Office Enterprise	Microsoft	193	193	174	0	0	193
Microsoft Office Professional Plus	Microsoft	689	689	557	0	0	689
Microsoft Office Professional	Microsoft	7426	8127	4959	7000	0	426
Microsoft Office Standard	Microsoft	1	1	1	0	0	1
Microsoft Office Access	Microsoft	247	247	226	0	0	247
Microsoft Office Excel	Microsoft	30	30	28	0	0	30
Microsoft Office FrontPage 2000	Microsoft	1	1	1	0	0	1
Microsoft Office FrontPage 2003	Microsoft	17	17	16	20	3	0
Microsoft Office Live Communications Server	Microsoft	1	1	1	0	0	1
Microsoft Office OneNote	Microsoft	7	7	7	0	0	7
Microsoft Office Outlook	Microsoft	7	7	5	0	0	7
Microsoft Office Project	Microsoft	631	634	553	0	0	634
Microsoft Office Proofing Tools 2003	Microsoft	5	5	5	0	0	5
Microsoft Office Publisher	Microsoft	10	10	9	0	0	10
Microsoft Office SharePoint Portal Server 2003	Microsoft	1	1	1	0	0	1
Microsoft Office SharePoint Server	Microsoft	4	4	1	0	0	4
Microsoft Office Visio	Microsoft	548	550	478	450	17	75
Microsoft Office Word	Microsoft	32	32	30	0	0	32

Page 1 of 1 (15 items) [1] Items per page: 50

Last run: 30-11-2011 11:58

LicenseWatch COMPLIANCE REPORT

Application	Manufacturer	Workstations	Installations	Users	Licenses	Unused Licenses	Unlicensed
office							
Microsoft Office	Microsoft	8283	9011	5521	7000	0	1310
Microsoft Office Ultimate	Microsoft	1	1	1	0	0	1
Microsoft Office Enterprise	Microsoft	193	193	174	0	0	193
Microsoft Office Professional Plus	Microsoft	689	689	557	0	0	689
Microsoft Office Professional	Microsoft	7426	8127	4959	7000	0	426
Microsoft Office Professional 2003	Microsoft	7293	7293	4941	7000	0	293
Microsoft Office 2002/XP Professional with FrontPage	Microsoft	3	3	3	0	0	0
Microsoft Office 2002/XP Professional	Microsoft	799	799	730	0	0	131
Microsoft Office 97 Professional Edition	Microsoft	32	32	31	0	0	2
Microsoft Office Standard	Microsoft	1	1	1	0	0	1
Microsoft Office Access	Microsoft	247	247	226	0	0	247
Microsoft Office Excel	Microsoft	30	30	28	0	0	30
Microsoft Office FrontPage 2000	Microsoft	1	1	1	0	0	1
Microsoft Office FrontPage 2003	Microsoft	17	17	16	20	3	0
Microsoft Office Live Communications Server	Microsoft	1	1	1	0	0	1
Microsoft Office OneNote	Microsoft	7	7	7	0	0	7
Microsoft Office Outlook	Microsoft	7	7	5	0	0	7
Microsoft Office Project	Microsoft	631	634	553	0	0	634
Microsoft Office Proofing Tools 2003	Microsoft	5	5	5	0	0	5
Microsoft Office Publisher	Microsoft	10	10	9	0	0	10
Microsoft Office SharePoint Portal Server 2003	Microsoft	1	1	1	0	0	1
Microsoft Office Sharepoint Server	Microsoft	4	4	1	0	0	4
Microsoft Office Visio	Microsoft	548	550	478	450	17	75
Microsoft Office Word	Microsoft	32	32	30	0	0	32

LicenseWatch COMPLIANCE REPORT

Application	Manufacturer	Workstations	Installations	Users	Licenses	Unused Licenses	Unlicensed
office							
Microsoft Office	Microsoft	8283	9011	5521	7000	0	1310
Microsoft Office Ultimate	Microsoft	1	1	1	0	0	1
Microsoft Office Enterprise	Microsoft	193	193	174	0	0	193
Microsoft Office Professional Plus	Microsoft	689	689	557	0	0	689
Microsoft Office Professional	Microsoft	7426	8127	4959	7000	0	426
Microsoft Office Professional 2003	Microsoft	7293	7293	4941	7000	0	293
Microsoft Office 2002/XP Professional with FrontPage	Microsoft	3	3	3	0	0	0
Microsoft Office 2002/XP Professional	Microsoft	799	799	730	0	0	131
Microsoft Office 97 Professional Edition	Microsoft	32	32	31	0	0	2
Microsoft Office Standard	Microsoft	1	1	1	0	0	1
Microsoft Office Access	Microsoft	247	247	226	0	0	247
Microsoft Office Excel	Microsoft	30	30	28	0	0	30
Microsoft Office FrontPage 2000	Microsoft	1	1	1	0	0	1
Microsoft Office FrontPage 2003	Microsoft	17	17	16	20	3	0
Microsoft Office Live Communications Server	Microsoft	1	1	1	0	0	1
Microsoft Office OneNote	Microsoft	7	7	7	0	0	7
Microsoft Office Outlook	Microsoft	7	7	5	0	0	7
Microsoft Office Project	Microsoft	631	634	553	0	0	634
Microsoft Office Proofing Tools 2003	Microsoft	5	5	5	0	0	5
Microsoft Office Publisher	Microsoft	10	10	9	0	0	10
Microsoft Office SharePoint Portal Server 2003	Microsoft	1	1	1	0	0	1
Microsoft Office Sharepoint Server	Microsoft	4	4	1	0	0	4
Microsoft Office Visio	Microsoft	548	550	478	450	17	75
Microsoft Office Word	Microsoft	32	32	30	0	0	32

LicenseWatch  
MICROSOFT OFFICE VISIO STANDARD

Summary Licenses Workstations **Users**

Drag a column header here to group by that column

Application	Username	Number of workstations
Microsoft Office Visio 2007 Standard Edition	Finn Danielsen	1
Microsoft Office Visio 2003 Standard Edition	Bjarne Laustsen	1
Microsoft Office Visio 2007 Standard Edition	René Jensen-Iversen	1
Microsoft Office Visio 2007 Standard Edition	Susan Friis	1
Microsoft Office Visio 2007 Standard Edition	Aage Ewald Hansen	1
Microsoft Office Visio 2003 Standard Edition	Annette Friis	1
Microsoft Office Visio 2003 Standard Edition	Benedicte Due	1
Microsoft Office Visio 2007 Standard Edition	Bjarne Jørgensen	1
Microsoft Office Visio 2003 Standard Edition	Bo Povlsen	1
Microsoft Office Visio 2007 Standard Edition	Bo Steffensen	1
Microsoft Office Visio 2003 Standard Edition	Carsten H Madsen	1
Microsoft Office Visio 2007 Standard Edition	Carsten Selvang	1
Microsoft Office Visio 2003 Standard Edition	Christina Karlsson	2
Microsoft Office Visio 2007 Standard Edition	Dennis Aabjerg Nielsen	1
Microsoft Office Visio 2003 Standard Edition	Dorte Vigso	1
Microsoft Office Visio 2007 Standard Edition	Flemming Als	1
Microsoft Office Visio 2003 Standard Edition	Gitte Skovgaard Grysbæk	1
Microsoft Office Visio 2007 Standard Edition	Ingela Koch	1
Microsoft Office Visio 2007 Standard Edition	Jørgen Grønstrup	1
Microsoft Office Visio 2003 Standard Edition	Josephine Lindner Bonde	1
Microsoft Office Visio 2003 Standard Edition	Karina Salugaard	1
Microsoft Office Visio 2007 Standard Edition	Kim Dalgaard Jensen	1
Microsoft Office Visio 2007 Standard Edition	Kirsten Jessen Tornbak	2
Microsoft Office Visio 2007 Standard Edition	Kurt Stig Carlsen	1
Microsoft Office Visio 2003 Standard Edition	Lars Boye	1

## From the brochure:

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The LicenseWatch SCCM Edition combines the power and flexibility of LicenseWatch and the support for multiple SMS/SCCM installations, integration with other sources among others Citrix and VMware and a complete overview of the company's software licenses, contracts and obligations.

### Links:

- [Contact](#)
- [Evaluation](#)



## Introduction

---

NEXThink were covered during our [Inventory and Discovery Tools Group Test](#) in November 2011.

### **An excerpt**

“NEXThink argue that outside the datacenter and the delivery of production or core infrastructure; the key measurement of performance is user satisfaction. Their offering is designed at identifying issues with service and analyzing the root causes within the infrastructure in order to improve customer experience and availability.

This is inventory on steroids, next generation asset performance, availability, forensics and relationship mapping. NEXThink includes great dashboards, reporting and service-oriented analysis. This is a great resource for hunting down root causes and improving user satisfaction.

NEXThink have taken inventory to a whole new level with their ‘Enterprise Desktop Monitoring’ offering. As well as assets the company also monitors users, devices, packages, applications, executables, binaries, ports, destinations, connections and print jobs.

Their offering provides comprehensive and dynamic inventory information to support IT Asset Management efforts but also provides a contextual layer to the assets on the network to support service management priorities such as lags, delays, crashes, waiting times and bottlenecks.

It is a clever blend of network inventory and desktop monitoring which would be incredibly useful to service management or networking professionals looking to troubleshoot application performance.”

### **SCCM Support Partner**

The primary purpose of the solutions in this group test is to add value to the data that SCCM collects.

NEXThink goes beyond this and adds value to the whole SCCM lifecycle.

- **Prior to SCCM Agent Deployment** – Discovery of the infrastructure prior to implementation to speed up the planning process and simplify implementation. Determines SCCM agent deployment readiness.
- **During SCCM Agent Deployment** – Real time tracking of SCCM deployment, assess running conditions of each machine to guarantee exhaustive coverage and successful implementation. Identify common issues with SCCM (WMI, connections to distribution points, network connectivity).
- **Monitoring and Trouble Shooting Agent Health** – Identify agents failing to communicate or accept updates
- **SCCM Performance Monitoring** – Validate the success of SCCM tasks in real time. Provides the

SCCM engineer with immediate validation of deployment or information to help resolve issues. For example – Who has received the package? Is the newly deployed application working properly? Did anyone miss the update? For those machines that didn't accept the update – what were the issues?

## Talking to SCCM

---

NEXThink installs an agent on every desktop and works via a snap-in to the SCCM console. Administrators can either view NEXThink data from within the SCCM console or from within NEXThink.

From within SCCM, an administrator can right click on an advertisement and choose to track that task within NEXThink, which provides real time information on who has received that package and who is having issues with the package without leaving the SCCM console. This provides additional trouble shooting information that you wouldn't normally see within SCCM such as network activity and connectivity.

Similarly, from within NEXThink administrators can perform an investigation and identify a group of machines and create an advertisement for SCCM to take corrective action.

See video online at: <http://www.itassetmanagement.net/microsoft-configmgr-plugins/nexthink/>

# Screenshots

Larger screenshots available online at: <http://www.itassetmanagement.net/microsoft-configmgr-plugins>

The screenshot displays the Nimsoft SAP monitoring interface. At the top, there's a navigation menu with options like Home, Dashboards, Alarm Console, Reports, Part Designer, SLM, nls, List, Backup manager, and SAP. Below this, a 'SAP SERVERS ALARM STATUS' section shows green checkmarks for 'LOCAL DEV/VA SERVERS' and a mix of green and yellow checkmarks for 'PRODUCTION SERVERS'. The main area contains several performance graphs: 'SAP Server Status' (line graph), 'SAP Server Index' (line graph), 'CPU data' (line graph), 'Memory Usage' (line graph), and 'nexthink Data' (line graph). A system log on the right side shows various events, including application crashes, bluescreens, system boots, user logons, and package installations.

Time	Event
08:30:11	Application crash: Outlook.exe - 12.0.6550.5
08:33:15	Application crash: Outlook.exe - 12.0.6550.5
08:45:04	Bluescreen
08:45:04	System boot (in 43s)
08:49:50	User logon: phertzog (in 2min 15s)
08:52:48	High CPU usage: 98% during 59s (svchost.ex
08:59:40	Package installation: Mozilla Thunderbird - 3.1
09:04:09	Package installation: Mozilla Firefox - 4.0.0.1
10:15:22	New binary: Firefox.exe - 1.9.4.123

The screenshot shows a Windows Explorer window with a folder tree on the left and a table on the right. The folder tree is expanded to show 'NEXthink Console' with subfolders for 'Engines', 'Sources', 'Advertisement trackings', 'System Center Configuration Manag...', 'Site Database (WIN - WIN-ZY7XV)', 'Site Management', 'Computer Management', and 'Collections'. The 'Foxit Reader - Install to Finan...' folder is selected, showing two sub-items: 'Without package (1)' and 'With package (3)'. The table on the right has columns for 'Name' and 'Last IP address'.

Name	Last IP address
NXT-D31	192.168.0.105

NEXThink for SCCM

- ▶ NEXThink Console
  - ▶ Engines
    - 192.168.0.84
  - ▶ Sources
    - ▶ NXT-D31
    - ▶ NXT-D50
    - ▶ NXT-L15
    - ▶ NXT-L16
    - ▶ NXT-V50
  - ▶ Advertisement trackings
- ▶ System Center Configuration Manager
  - ▶ Site Database (WIN - WIN-ZY7XW33J3FI)
    - ▶ Site Management
    - ▶ Computer Management
    - ▶ System Status
    - ▶ Security Rights
    - ▶ Tools

NXT-L16

Name: NXT-L16

Last IP address: 178.197.232.11

Last Windows boot: 17.11.2011 @ 13:22:29

Last seen: 17.11.2011 @ 15:46:28

Compare with: all sources

**Overview** | Properties

15.11.2011 00:00 | 16.11.2011 00:00 | 17.11.2011 00:00

**Global alerts**

High memory usage	7	[Bar chart]
Low disk space	35	[Bar chart]

**My alerts**

No alerts

**Errors**

Application crash	1	[Bar chart]
Application not responding	1	[Bar chart]

**Warnings**

High application CPU usage	24min 33s	[Bar chart]
High application memo...	1h 54min 59s	[Bar chart]

**Activity**

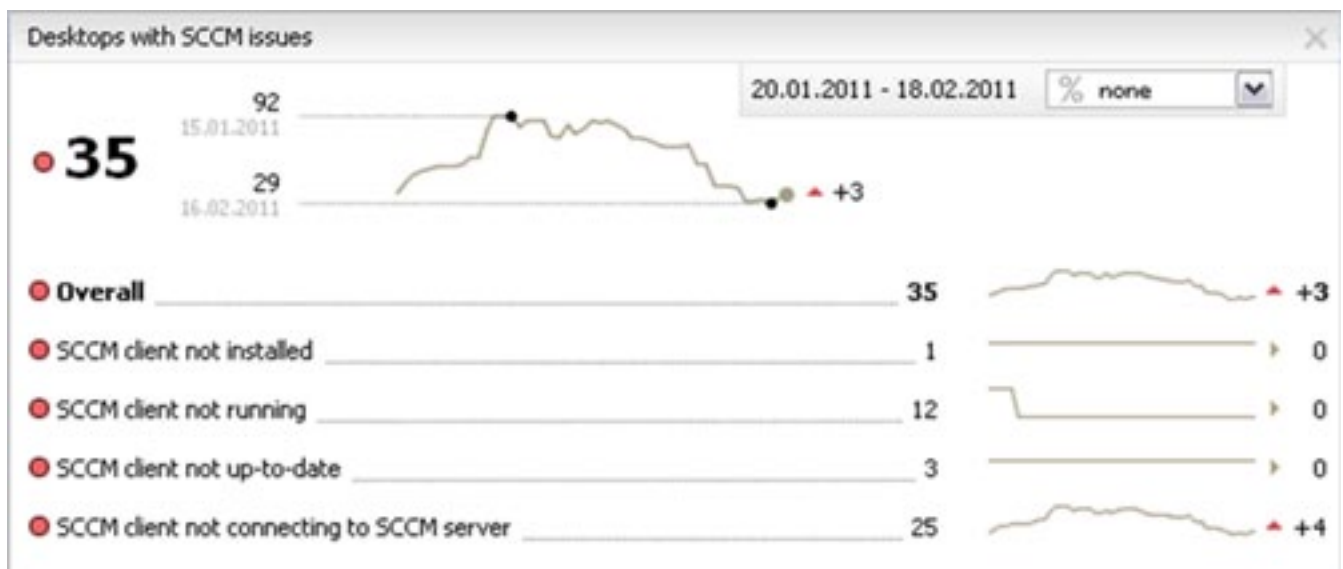
New binary	3	[Bar chart]
Package installation	1	[Bar chart]
Package uninstallation	1	[Bar chart]
System boot	8	[Bar chart]
User logon	8	[Bar chart]
Connections	153.4MB	[Bar chart]
Executions	2,727	[Bar chart]

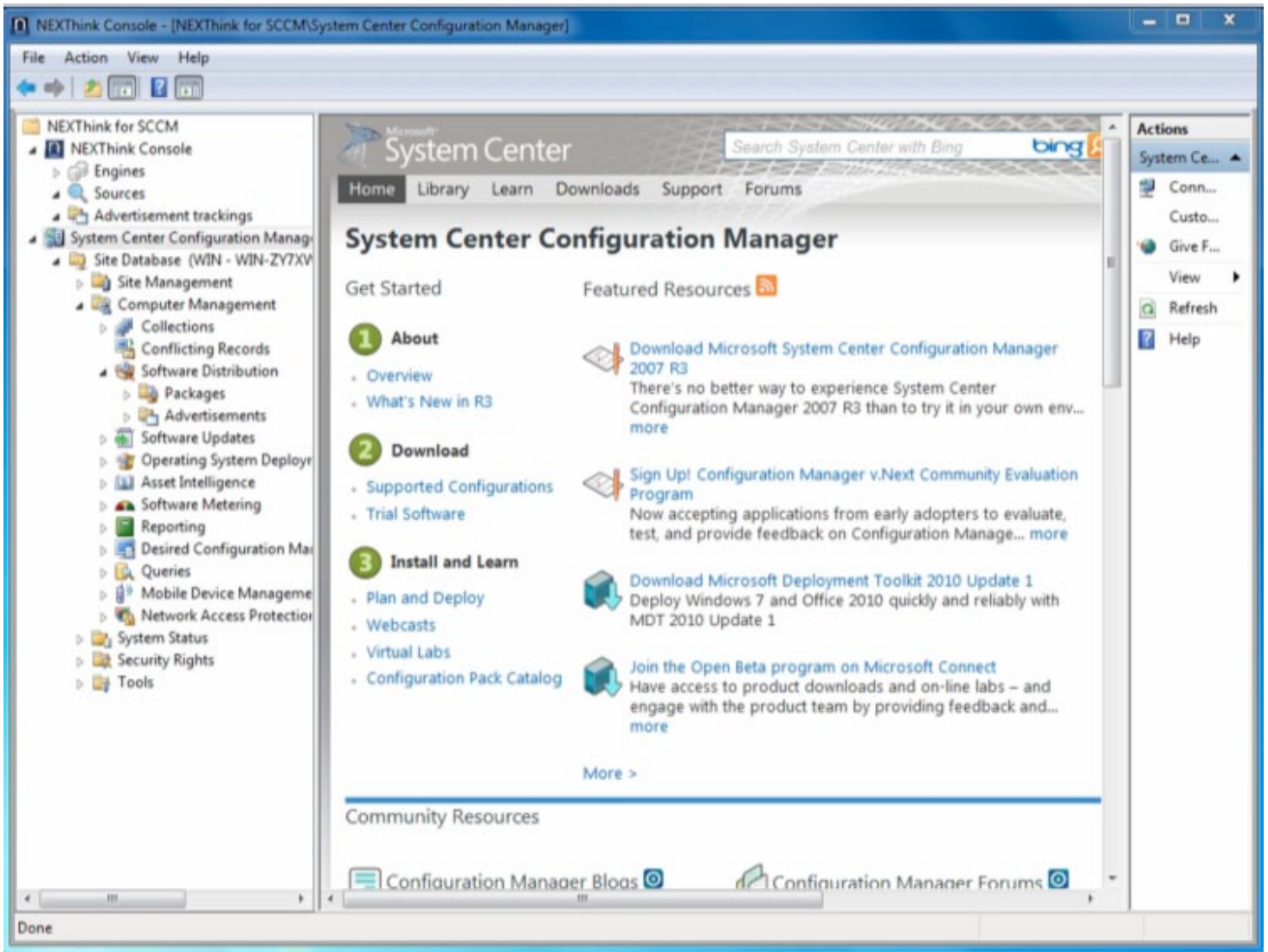
**Services**

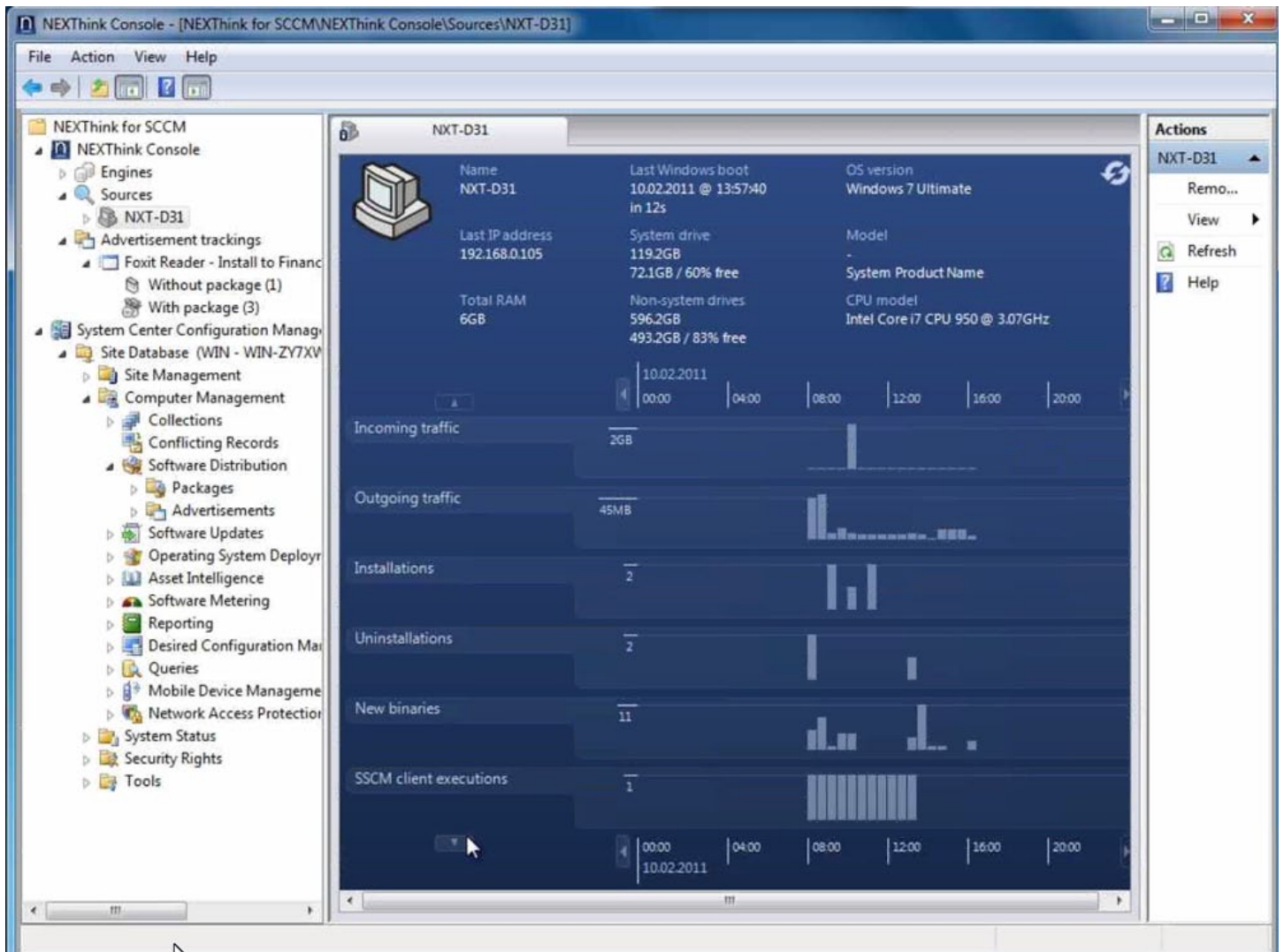
Finder usage	6.3MB	[Bar chart]
OS Type Service	8.6MB	[Bar chart]

**Users**

Bernard Morier@NXT...	22h 12min 55s	[Bar chart]
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## From the brochure:

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NEXThink is an innovative and fast-growing technology Swiss firm focused on helping IT organizations to address their end-user computing management challenges with a unique self-learning discovery and real-time monitoring technology of their hardware configuration and properties, application and network activities, computer and IT service health.

NEXThink real time desktop monitoring has been adopted in the last four years by **more than 170 customers** that have deployed the solution on more than **700'00 end-user workplaces** across EMEA. By using NEXThink, these IT managers can fully control their desktop transformation projects, engage into virtualization, succeed in infrastructure and operational costs optimization, improve end-user satisfaction and infrastructure support, and validate end-point security and compliance:

- Performing live **discovery of contextual inventory** including utilization statistics and patterns, getting **instant results**
- Measuring **IT service performance and computer health** from each end-user device, preventing incidents and solving user issues much faster
- Ensuring **compliance** with corporate policy and mitigating risks by **detecting unsecure activities**
- Monitoring your **virtual applications and desktops** infrastructure to fine-tune host and network resources. Comparing virtual versus physical infrastructure performance, detect and resolve performance issues.
- **Migrate your end-users and infrastructure** with confidence, succeed in IT transformation at every step of your project

NEXThink is changing the IT management software experience in the way people can visualize and manage their IT infrastructure with products that are **ultra-easy to install**, very **low in resources and performance impact**, **ultra-fast navigation and drill-down** into live and historical data, and **powerful diagnostics, alerting and reporting** tools.

## Links:

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- [Documentation: Working with NEXThink for SCCM](#)
- [Documentation: NEXThink SCCM Bridge](#)
- [Documentation: NEXThink SCCM Advertisement Tracking](#)

## Customer References:

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- French Ministry of Defense
- State of Fribourg (Switzerland)
- Securitas



## Introduction

---

Provance offers the only solution in this group test that is installed as part of System Center *Service Manager* as opposed to System Center *Configuration Manager*.

Microsoft provides a [market place](#) of management packs, rather like an enterprise app store for System Center. The market place includes plugins or extensions that build on the System Center infrastructure and load into the underlying product and work within the existing data structure and workflow.

Service Manager, released in May 2010, is Microsoft's service management offering focusing on incident, problem and change management processes. Service Manager is pivotal in the System Center platform, since it hosts the CMDB used across the System Center platform and uses built-in connectors to populate the CIs from SCCM, AD and SCOM

Provance has developed an IT Asset Management Pack for Microsoft System Center that works directly within the Service Manager console.

See a video demo online at: <http://www.itassetmanagement.net/microsoft-configmgr-plugins/provance/>

I believe this is a smart move on behalf of Provance to place their pack within Service Manager rather than Configuration Manager:

1. From Service Manager not only can they access Configuration Manager data but also connect with Active Directory, Operations Manager and Orchestrator.
2. ITAM is better aligned to Service Manager (Business oriented, process centric, human to system interaction) than Configuration Manager (technically oriented).
3. It offers Provance a broader scope for future packs and growth across the rest of the System Center platform.
4. Asset data is immediately at hand within Incident, Problem and Change Management records all within the same console. For example view assets associated with an incident, financial information, warranty details, owners etc.

When the Provance IT Asset Management pack is installed it adds an additional workspace into Service Manager. Provance inserts additional classes to the existing SQL database to add new value to the Microsoft CMDB.

## Hardware Asset Management

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Details about suppliers, contracts, warranties, physical locations, hardware and software licensing details and relationships are added. IT Asset Managers can manage the lifecycle of hardware before and after it touches the network. Additional costs such as parts, labour and services can be assigned against particular assets so the total TCO for each asset can be tracked.

## Software Asset Management

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From a software perspective Provance offer advanced license management features to marry together SCCM inventory information and purchase history with a SKU catalogue to calculate true entitlement.

## Enterprise Data Integration

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Provance also offers a Data Management pack for importing information above and beyond the capabilities of Service Center. This pack allows administrators to import and integrate data from any CSV or SQL based source and align it to the data classes within Service Center. An easy to use Wizard maps data fields, builds relationship links and synchronizes the System Center infrastructure with other Enterprise sources such as HR data, purchase records or ERP systems.

# Screenshots

Larger screenshots available online at: <http://www.itassetmanagement.net/microsoft-configmgr-plugins>

The screenshot displays the PROVANCE Hardware Asset management interface. The main window is titled "Hardware Asset" and features a navigation bar with tabs: General, Financial, Hierarchy, Software, Related Items, File Attachment, Notes, and History. The "General" tab is active, showing the "Identification" section with the following details:

- Asset Name: PD0601 - ThinkPad T510
- Asset Tag: PD0601
- Serial Number: L7AA7UM
- Model: ThinkPad T510
- Description: Lenovo ThinkPad T510
- Life Cycle Status: Installed (Last changed on 5/31/2010)
- Type: Laptop\*

Below the identification section is a "Configuration Items" table:

Name	Class
PD0601	Windows Computer

The "Warranty and Support" section shows two active warranties:

- The warranty Lenovo Limited Warranty expires on 5/30/2011** (Warning icon)
- The Hardware Maintenance & Support Agreement HSA3001- Extended US Support Contract expires on 12/30/2015** (Success icon)

The "Ownership and Location" section shows the asset is assigned to Blake Shelton, with organization "\IT Services\IT Services US" and location "\North America\ \Cubicle 101-3E".

On the right side, a "Tasks" panel is visible, listing various actions for asset PD0601 - ThinkPad T510, including "Add Cost Event", "Add to Hardware Maintenance", "Add to Lease", "Add to Warranty", "Assign Software", "Create Related Change Request", "Create Related Incident", "Dispose", "Export Data", "Install", "Mark for Review", "Move", "Print", "Reassign Children", "Remove Hardware Maintenance", "Remove Lease", "Remove Warranty", "Retire", "Return", "Search for Knowledge Articles", and "Swap Hardware Assets".

**IT Asset Management Quick Start**

**Software Asset Management**

- Software Catalog
- Software Licenses
- SKUs
- Create Software Title
- Create Software License
- Create SKU

**Hardware Asset Management**

- Hardware Catalog
- Hardware Assets
- Create Hardware Asset

**Contract Management**

- Disposal Agreements
- Lease Agreements
- Software Maintenance & Support Agreements
- Software License Agreements
- Hardware Maintenance & Support Agreements
- Warranty Agreements

**Resources**

The following resources will help you successfully deploy and optimize your experience with the Provance IT Asset Management Pack for Microsoft System Center Service Manager.

[Click here](#) for access to support documents, knowledge base articles, blogs, discussion forums, file downloads and other resources at [community.Provance.com](http://community.Provance.com)

To license additional devices, users or functionality, visit [www.Provance.com](http://www.Provance.com) or [contact](#) Provance.

[Click here](#) for information about additional Provance process management packs that enhance the capabilities of Microsoft System Center Service Manager.

### Software Titles Tracked by Installation 24

Publisher	Software Title	Licensing Status	Installed Quantity	Licensed Installs	Entitlements	Status	Approval Status
Microsoft	Project Server	✓	1	1	1	Active	Approved
Microsoft	SharePoint Server	✓	1	1	1	Active	Approved
Microsoft	System Center Data Protection Manager	✓	1	1	1	Active	Approved
Microsoft	Project Professional	✓	1	1	10	Active	Approved
Microsoft	Visual Studio Team Foundation Server	✓	1	1	1	Active	Approved
Microsoft	Forefront Client Security	✓	0	0	4	Active	Approved
Microsoft	System Center Virtual Machine Manager	✓	1	1	1	Active	Approved
Microsoft	Access	✓	10	10	13	Active	Approved
Microsoft	Windows 7 Enterprise	✓	49	49	80	Active	Approved
Microsoft	SQL Server Enterprise	✓	1	1	2	Active	Approved
Microsoft	System Center Operations Manager	✓	1	1	1	Active	Approved
Microsoft	System Center Service Manager	✓	1	1	1	Active	Approved
Microsoft	PowerPoint	✓	8	8	14	Active	Approved
Microsoft	Windows Web Server	✓	1	1	2	Active	Approved
Microsoft	Windows Server Datacenter	✓	1	1	2	Active	Approved
Microsoft	System Center Configuration Manager	✓	1	1	1	Active	Approved
Microsoft	Office Standard	⚠	0	0	3	Active	Approved
Apple	iTunes	✗	6	0	0	Active	Not Approved
Microsoft	Windows Vista	✗	3	0	0	Active	Not Approved
Adobe	CS Design Premium	✗	14	10	10	Active	Approved
Microsoft	Windows Rights Management Server	✗	1	0	0	Active	Approved
Symantec	Endpoint Protection	✗	49	38	38	Active	Approved
Microsoft	Office Enterprise	✗	6	5	5	Active	Approved
Microsoft	Dynamics CRM	✗	1	0	0	Active	Approved

**IT Asset Management** <

- IT Asset Management
  - Administration
    - Companies
    - Contacts
    - Cost Centers
    - Locations
    - Organizations
  - Contract Management
    - Disposal Agreements
    - Hardware Maintenance & Support Agreements
    - Lease Agreements
    - Software License Agreements
    - Software Maintenance & Support Agreements
    - User Defined Agreements
    - Warranty Agreements
  - Hardware Asset Management
    - Hardware Assets
    - Hardware Catalog
  - Software Asset Management
    - SKUs
    - Software Catalog
    - Software Licenses

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**IT Asset Management**

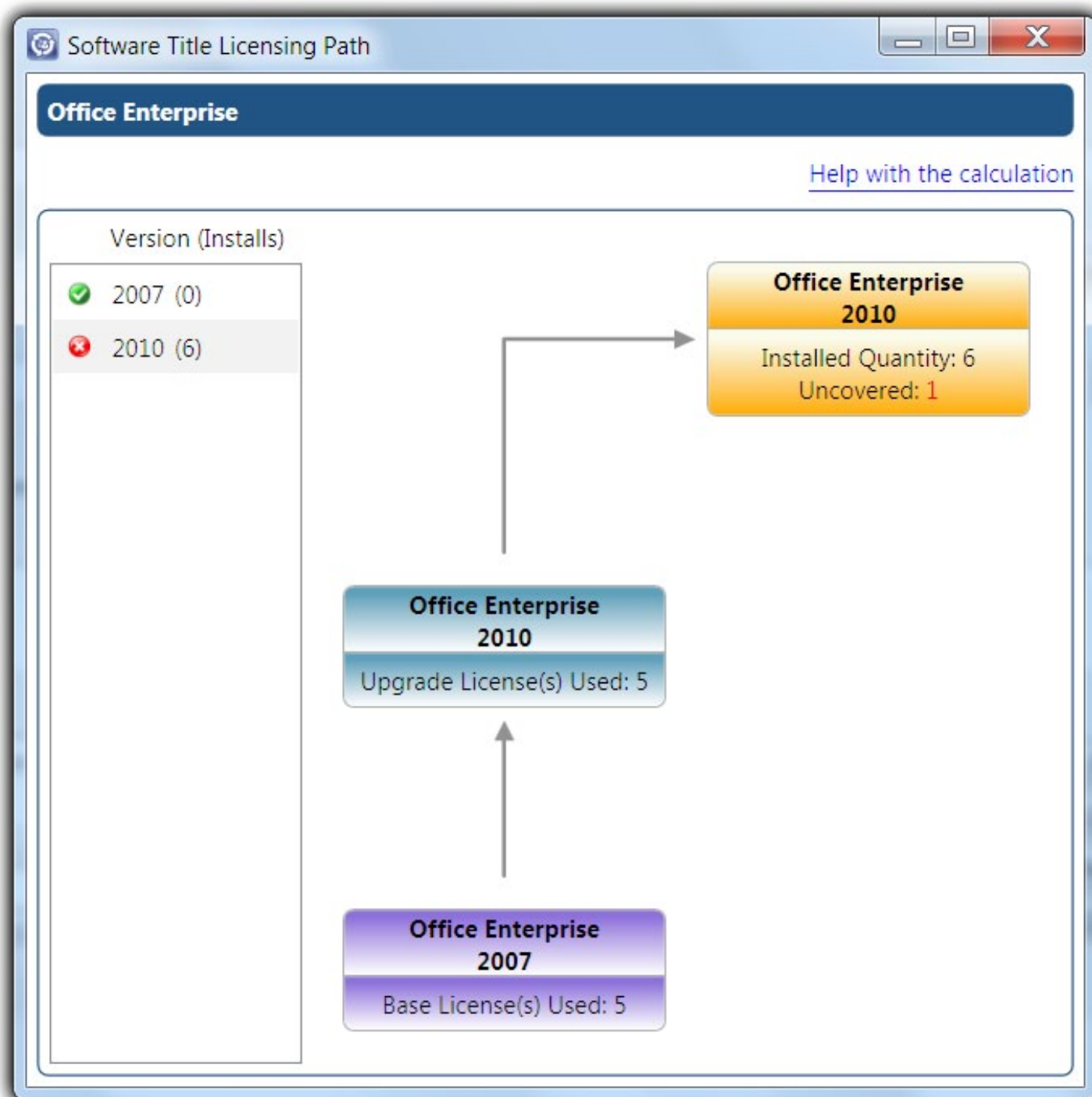
**Data Management**

**Administration**

**Library**

**Work Items**

**Configuration Items**



# Wrap Up

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I reviewed the Provance ITAM pack back in 2010 and am very pleased to see it maturing so quickly – especially around Software Management which seems to have come along by leaps and bounds.

The key differentiator with Provance is the ability to take action and kick off processes from within Service Manager. A smart offering from Provance – I look forward to seeing what they offer later this year with their new version to coincide with the release of System Center 2012.

## From the brochure:

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For over 14 years Provance® IT Asset Management software has been used by mid- to large sized enterprises and government organizations to drive down IT costs, increase service management efficiency, and reduce security and compliance risks. The new Provance IT Asset Management Pack is a Process Management Pack that runs within Microsoft® System Center Service Manager 2010. It complements the Incident, Problem and Change Management capabilities of Service Manager with powerful IT Asset Life Cycle Management and Software Asset Management. Supporting ITIL® and the Microsoft Operations Framework, Provance strengthens the IT effectiveness of companies at every level of the Microsoft Core Infrastructure Optimization model. A Microsoft Gold Certified Partner, Provance holds the Microsoft Software Asset Management and Systems Management Competency and is a member of the Microsoft System Center Alliance. Provance was recognized as Microsoft Partner Network Awards 2011 – SAM Innovation Partner of the Year (finalist).

### Links:

- [Product detail](#)
- [Contact](#)
- [Evaluation](#)

### Customer References:

- [United Kingdom unitary authority Wiltshire Council](#)
- [Wisconsin Department of Children and Families](#)
- Microsoft® Xbox® LIVE
- Grant Thornton
- The Tribune



## Introduction

---

Snow Software are the company I am most likely to be quizzed about by other software companies and partners – they are quietly disrupting the market and winning deals in Europe and have begun to penetrate US and Asian markets.

Having been fortunate enough to work at Centennial Software during its prime and now watching Snow during its ascension – I know this success to be made of three components – good software, a good team and a good route to market.

Snow offer a heavily partner driven model with a service provider option, resulting in approximately 60% of new customers being supported via the web and 40% on premise. For customers opting for the ongoing service option – Snow provide the customer with a unique MSI package which they use SCCM or other method to install.

The partner leading the engagement then assists with the heavy lifting. Whilst not a silver bullet – it's a great way for organizations, especially small and medium business, to get up and running on progressing their SAM journey. Snow Software claim 80% of their new business stems from organizations wanting to harness SCCM data.

## Recognizing SCCM Data

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In terms of connecting with SCCM, Snow offers a connector that exports inventory data on a regular basis into Snow License Manager. When imported into License Manager the raw inventory information is rationalized, normalized and cleaned for licensing purposes.

Any applications that are not immediately recognized are sent automatically to Snow Software headquarters for further analysis. Once recognized – the new software recognition intelligence is filtered down to all Snow clients globally, much like an antivirus vendor might update clients with the latest signatures.

Snow offers this service against a Service Level Agreement, which offers the client a level of assurance that the job is going to get done. This is much more proactive than most vendors and uses the collective intelligence of all Snow customers. Many recognition updates from vendors are based on the whim and priorities of the vendor rather than it's clients.



## Interaction with SCCM

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Software Asset Managers can make uninstall requests from within License Manager. This is a smart way for non-SCCM staff to kick off tasks in the SAM lifecycle. The uninstall feature has two intelligent parts which I particularly liked:

1. When right clicking on an application to uninstall it the selected application turns another colour to let you know the request has been acknowledged (sending a request to the pending queue in SCCM) but only disappears once the application has actually been uninstalled.
2. Uninstall is suite savvy. It recognizes that uninstalling a component part of a suite will make no change to the entitlement.

Snow claim to be able to uninstall via a policy (for example if the manufacturer is Adobe, it costs more than \$500 and is not used for 60 days uninstall it) – although this is more of a custom configuration and not an out of the box feature, other tools in this group test such as 1E were a bit slicker at uninstall in this respect. It is also dependent on either SCCM usage information being enabled for this application or the Snow agent being installed.

# Screenshots

Larger screenshots available online at: <http://www.itassetmanagement.net/microsoft-configmgr-plugins>

**SNOW LICENSE MANAGER™ 2011**

System Administrator | Home | Applications | Computers | Users | Agreements | Licenses | Objects | Reports

**Adobe Creative Suite 3 Design Standard**

Manufacturer: Adobe Systems Inc.  
 Type: Bundle  
 Operating system: Microsoft Windows

License form: Based on Installations

1	1	1	1	0
---	---	---	---	---

Application details:

- Print
- Print selection
- Edit application
- Add application license
- Blacklist application
- Show statistics
- Add to favourites

Name	Inst. available (total)	Users
Adobe Acrobat 8 Professional	1 (0)	3
Adobe Illustrator CS3	1 (0)	1
Adobe InDesign CS3	0 (0)	0
Adobe LiveCycle Designer 8	0 (0)	0
Adobe OnLocation CS3	0 (0)	0
Adobe Photoshop CS3	1 (0)	2
Adobe Stock Photos CS3	1 (0)	0

**SNOW LICENSE MANAGER™ 2011**

System Administrator | Home | Applications | Computers | Users | Agreements | Licenses | Objects | Reports

**Adobe Creative Suite 3 Design Standard**

Manufacturer: Adobe Systems Inc.  
 Type: Bundle  
 Operating system: Microsoft Windows

License form: Based on Installations

1	1	1	1	0
---	---	---	---	---

Application allocation:

- Print
- Print selection
- Edit application
- Add application license
- Blacklist application
- Show statistics
- Add to favourites

Computer name	Organisation	Last used	Run	Avg time	Remark
COMPUTER541	XYZ Company/Germany/Support	16/10/2011	22	00:17	

**SNOW LICENSE MANAGER™ 2011**

System Administrator | Home | Applications | Computers | Users | Agreements | Licenses | Objects | Reports

**Adobe Creative Suite 3 Design Standard**

Manufacturer: Adobe Systems Inc.  
 Type: Bundle  
 Operating system: Microsoft Windows

License form: Based on Installations

1 1 1 1 0

**Application details**

- Print
- Print selection
- Edit application
- Add application license
- Blacklist application
- Show statistics
- Add to favourites

**Oracle products**

- Oracle product details
- List all Oracle instances
- Oracle instance details
- Application reports

Name	Inst. via bundle (total)	Users
Adobe Acrobat 8 Professional	1 (5)	3
Adobe Illustrator CS3	1 (2)	1
Adobe InDesign CS3	0 (0)	0
Adobe LiveCycle Designer 8	0 (0)	0
Adobe OnLocation CS3	0 (0)	0
Adobe Photoshop CS3	1 (3)	2
Adobe Stock Photos CS3	1 (5)	0

**SNOW LICENSE MANAGER™ 2011**

System Administrator | Home | Applications | Computers | Users | Agreements | Licenses | Objects | Reports

**Adobe Creative Suite 3 Design Standard**

Manufacturer: Adobe Systems Inc.  
 Type: Bundle  
 Operating system: Microsoft Windows

License form: Based on Installations

1 1 1 1 0

**Application details**

- Print
- Print selection
- Edit application
- Add application license
- Blacklist application
- Show statistics
- Add to favourites

**Oracle products**

- Oracle product details
- List all Oracle instances
- Oracle instance details
- Application reports

Computer name	Organisation	Last used	Run	Avg time	Remark
COMPUTER541	XYZ Company/Germany/Support	16/10/2011	22	00:17	

Export (XLS)  
 Export (PDF)  
 Uninstall

Favourites

Quick search

**Computers overview**

Search for computers

List all computers

Datacenters and clusters

**Computer details**


- Print
- Print selection
- Edit computer
- Install application
- Add to favourites

List all devices

Device details

Computer reports

## COMPUTER541



**Manufacturer**  
Hewlett-Packard

**Model**  
HP Compaq nc6220 (PG789EA#AK8)

**Operating system**  
Windows XP Professional Service Pack 2

**Organisation**  
XYZ Company/Germany/Support

**IP-address**  
10.40.20.101

**Last scanned**  
18 November 2011 [09:00]

Applications   Users   Hardware   Information   Financial info   Printers   Documents

Application name	First used	Last used	Run	Users	Avg time	Remark
Adobe Creative Suite 3 Design Standard	30/08/2011	16/10/2011	22	1	00:17	
Adobe Acrobat 8 Professional	30/08/2011	16/10/2011	21	1	00:18	
Adobe Illustrator CS3			0	0	00:00	
Adobe Photoshop CS3	15/10/2011	15/10/2011	1	1	00:02	
Adobe Stock Photos CS3			0	0	00:00	
Adobe Flash Player 10			0	0	00:00	
Adobe Flash Player 9			0	0	00:00	
Adobe InDesign CS4			0	0	00:00	
Adobe Photoshop Camera Raw 4			0	0	00:00	
Adobe Reader 8			0	0	00:00	
BgInfo 4	23/09/2011	30/10/2011	2	1	00:02	
Bonjour Print Services for Windows 1	24/09/2011	31/10/2011	25	1	01:06	
Citrix ICA Client 11			0	0	00:00	
LTRemove 1			0	0	00:00	
Microsoft .NET Framework 2.0			0	0	00:00	
Microsoft Application Virtualization Desktop Client 4.5			0	0	00:00	

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Favourites

Quick search

**Applications overview**

- Print
- Refresh
- Add to favourites

Search for applications

List all applications

Application details

Oracle products

Oracle product details


List all Oracle instances

Oracle instance details

Application reports

## Applications overview

Overview for installed and/or used applications

 38 blacklisted applications have been detected (621 installations)

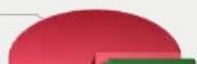
322 applications (2,613 installations) that requires licenses do not have registered usage

Applications with most active users (according to usage history)

Application	Active Users
TS-Microsoft Office 2000 Standard	1,016
TS-Citrix Program Neighborhood Client...	985
TS-Microsoft Office 2000 Outlook	873
TS-Microsoft Office 2000 Excel	873
TS-Adobe Reader 8	860

Used applications breakdown (count)

554



Compliance (%) [Filtered]

89%



The ITAM Review :: www.itassetmanagement.net

60

## From the Brochure:

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Take control of your licenses and software costs with Snow License Manager 2011.

Snow License Manager is an advanced and user-friendly SAM solution which provides you with the ability to significantly reduce licensing expenditure whilst mitigating compliance risk. The solution provides true software metering across all applications within the estate, allowing you to view what software is actually used and make more informed licensing decisions based on the most trustworthy data.

Snow License Manager automatically reconciles software licenses and agreements against deployments across the organisation, providing you with the ability to optimise the infrastructure depending on business requirements. License Manager provides you with the ability to manage the complete life-cycle of both your hardware and software assets from purchase, to registration, to installation and usage analysis right the way through to retirement. Snow will automatically re-harvest unused licenses and allow you to license your environment in the most cost-effective way.

Improve your internal SAM-processes and create local incentives for cost savings by decentralising the license registration and administration without losing central control.

## Links:

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- [For Service Providers](#)
- [Main Website](#)
- [Contact Page](#)
- [Evaluation](#)

## Customer References:

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- Royal Bank of Scotland
- Parker Hannifin
- Raytheon
- Ipsos Mori
- Kingfisher PLC
- Bank of Ireland
- Salesforce.com

