

CRAYON CASE STUDY

KCOM Group



KCOM Group Saves **£150,000** with the Crayon SAM Program

“Thanks to Crayon not only are we now fully compliant, we also saved **£150,000** over three years by standardising and simplifying our software estate.”

Steve Cavell, End User Computer Manager at KCOM Group

KCOM Group is a leading provider of communications solutions to both consumer and business markets across the UK. Helping organisations to navigate through the complexities of today’s converging communications and information technology landscape, KCOM Group works with some of the UK’s biggest names in retail, finance, IT, legal services and the public sector.

The Challenge: Simplifying and rationalising our software estate, the reduction of costs and the creation of a controlled and compliant environment

When I took responsibility for the

management of our software licensing we had made some progress towards compliance but it didn’t have our full focus. We didn’t have control over software procurement, we didn’t have control over costs, and we didn’t have proper governance.

At the time we were just starting a large-scale standardisation project, which gave us the perfect opportunity to refocus our efforts on compliance and get our house in order.

The Solution: Crayon’s SAM Program delivers the tools needed to achieve fast and lasting results

To help us get back on track we redoubled our efforts on the Crayon SAM Program and the structured approach provides an accredited and respected program to benchmark against.

We used Microsoft’s System Center Configuration Manager (SCCM) to gather inventory information on our estate and

told us where we were versus where we needed to be. We then worked with Crayon to put sensible policies and auditable procedures in place to achieve our goals.

This was a major project. With over 2,000 users the team put a lot of time and effort in to understand what software and licensing we had in place. The Crayon SAM Program however provides step-by-step guidance so it wasn't overwhelming.

Once we knew exactly what software we had across the estate and then what we actually needed, we were able to rationalise and retire a lot of software, which led to significant cost savings.



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Result: Significant cost savings, control and compliance through standardisation

When we first started on this journey we projected it would take us approximately three years to achieve our goals and establish a structured and fully compliant environment. In the end we have completed it in half that time, 18 months ahead of schedule.

Standardisation has given us enormous benefits. It's so much easier to manage our software estate and most importantly we now have control, which allows us to deliver significant cost savings to the business.

By adopting the process of software reharvesting as part of the program we achieved an estimated cost avoidance figure of approximately **£150,000**.

The team at Crayon are fantastic and have been instrumental to the progress we made. Everyone is really helpful, really friendly and incredibly knowledgeable. I would definitely recommend Crayon to other organisations.

We are now looking at Crayon's Software Lifecycle Management Programme (CSLMP) and are also evaluating how we can apply the groundwork we put in place for the Crayon SAM Program towards achievement of ISO Standards.