



**Software Asset Management**

**Case study**

**Emerson Network Power uses Software Asset Management to Improve Manageability and Lower IT Administration Costs**

“By adopting a robust SAM plan and SAM tool that is SAMLite 3.0, we have been able to reduce the time spent by our administrators on calls by 50%. This has improved productivity and employee satisfaction tremendously. “

**Mr. Nalakumar R S**

Corporate Champion – IT & Business  
Emerson Network Power (India) Pvt. Ltd.

**E**merson Network Power (India) Private Limited (Emerson), a wholly owned subsidiary of Emerson Electric, USA, decided to implement a Software Asset Management plan to judiciously manage its hardware and software resources across the country.

It decided to deploy a SAM tool, SAMLite by ISA Technologies, Malaysia to better manage the network infrastructure by deploying software quickly and easily, reducing desktop issue-resolution time, and keeping the network secure and healthy.

By implementing SAM solution, the company has been able to reduce IT administration costs by 25% as well as improve the end user experience.



CUSTOMER PROFILE	BUSINESS SITUATION	SOLUTION	BENEFITS
Emerson Network Power (India) Private Ltd., (formerly Tata Liebert Limited) is a wholly owned subsidiary of Emerson Electric, USA, a 15 Billion US\$ Fortune 500 Company. Emerson Network Power India was set up in September 1993.	Emerson realized that it required a solution to better manage its software and hardware assets, lower its IT administrative costs and at the same time improve the quality of service to its employees.	Emerson decided to implement a comprehensive Software Asset Management Strategy. To help it deploy this strategy, the company used a SAM tool by ISA Technologies called SAMLite.	<ul style="list-style-type: none"> <li>▪ Improved Manageability</li> <li>▪ 25% reduction in helpdesk calls improves staff productivity</li> <li>▪ Increased security</li> <li>▪ Better inventory management and reporting</li> </ul>

“We now have a clear view of applications and versions running on each computer. This has enabled us to standardize on versions and reduce costs by redeploying licenses across the organization.

**Mr. Nalakumar R S**

*Corporate Champion – IT & Business  
Emerson Network Power (India) Pvt.  
Ltd.*

## Situation

Emerson Network Power (India) Private Ltd., (formerly Tata Liebert Limited) is a wholly owned subsidiary of Emerson Electric, USA, a 15 Billion US\$ Fortune 500 Company. Emerson Network Power India was set up in September 1993 .

Emerson Network Power India is headquartered in Thane, Maharashtra and is supplemented by a strong national network of offices with four zonal offices and 12 branch offices. Emerson Network Power India today has one national distributor, 50 business partners and 800 resellers to address customer requirement across the country. Today, the company has established as the market leader in the Power Protection solutions and Precision Air Condition segment.

Emerson Network Power India manufactures & markets Uninterruptible Power Supply (UPS) systems, Climate and Environmental systems, DC power systems, Automatic Transfer Switches (ATS) and power distribution units - all supported by world-class professional services, catering to major industries such as the Telecom, IT and Process Control among others.

As a technology service provider, it is important for Emerson has a large information technology network with over 250 computers across 12 major locations and approximately 8 small locations. The IT staff is positioned at the corporate office in Thane and all the IT infrastructure is managed centrally from this office.

IT infrastructure management, deployment of patches, anti-virus, applications and helpdesk calls used to consumed a large part of the IT team’s time. “While these processes were managed smoothly, it was time consuming to have the helpdesk staff visit each desk. Also a manual system was reactive and could not be undertaken more than once a year, as it would take almost 4

weeks to get the PC Audit report,” comments Mr. Nalakumar R S, Corporate Champion – Business and IT.

At this juncture, the company decided to create a proactive view of its IT assets which would enable it to track, redeploy and plan future investments more judiciously.

To better manage its resources and improve productivity of its systems administration staff, the company decided to implement a comprehensive Software Asset Management Strategy.

## Solution

Emerson decided to evaluate and deploy SAMLite is a Software Asset Management tool developed by ISA Technologies to help customers manage software assets. This was planned as a pilot project, which would cover 250 computers and laptops in the headquarters and the four zonal offices. The other locations will be rolled out in the second phase.

It has been implemented centrally at the Thane office and will be connected over Wide Area Network (WAN) across all locations in the country.

## Benefits

### Improved Manageability

The SAM tool has enabled Emerson to track not only the software inventory but also the hardware deployed across the organization.

“We did not have any surprises in terms of inventory, as our manual system was accurate. However, we did realize that we had licenses for multiple versions of the same software. By implementing SAMLite, we have been able to standardize on software versions across the organization,” explains Nalakumar R S,

Corporate Champion – IT & Business,  
Emerson

### 25% reduction in helpdesk calls improves staff productivity

Emerson is enjoying improved productivity in the IT department and better end-user experiences throughout the company.

“SAMLite has made our life much easier.

We can distribute the software, within a few minutes, without making desk visits.

We now have time to focus on new technologies and improving systems rather than constantly troubleshooting end user problems” Rajesh Dutt, Champion – IT infrastructure, Emerson Network Power.

### Increased Security

By deploying SAMLite, Emerson can get an online view of the current system and software distribution to identify which computers need critical system and security updates. Apart from this security updates and patches can be deployed accurately in no time across the organization.

### Better inventory management and reporting

SAMLite also provides reports on inventory which helps the organization make informed and strategic decisions on planning and budgeting technology upgrades, be it hardware or software.

## Software and Services

Microsoft® Windows® 98/2000/xp  
Microsoft Office 2000

Microsoft Windows Server  
System™

- Windows Server™ 2000
- SQL Server™ 2000
- Exchange Server™ 5.5

### SAM Tool

SAMLite

### Hardware

- HP and Dell Intel Servers
- Pentium III & Pentium IV desktops from Compaq and Dell
- Dell NAS

By engaging in software asset management you can streamline processes, reduce costs, and enhance reliability and security. While software inventory and tracking are integral parts of SAM, so are the policies, procedures, technologies, procurement, delivery, deployment, and support of a company's software assets.

For more information about Software Asset Management, please go to:

<http://www.microsoft.com/sam/>

## Software for the Agile Business

### For More Information

For more information about Microsoft products and services, call the Microsoft Sales Information Center at 1600-111-100. To access information using the World Wide Web, go to: <http://www.microsoft.com/india/>

For more information about Emerson Network Power products and services, call 1600-115-554 or visit the Web site at: <http://www.emersonnetworkpower.co.in/>

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