



Just-in-Time Audit Position Information for Compliance Requirements

servicenow™ Case Study

Client Description

A leading operator of membership warehouse clubs in the Eastern United States struggled to track its software licenses and manage entitlement information. The company currently operates over 215 Clubs in 16 states from Maine to Florida and employs more than 25,000 Team Members.

Business Problem

- Challenges to manage software entitlement information through a single repository.
- Lack of timely audit position information for compliance requirements.
- Difficulty in tracking installed software across the organization.
- Lack of confidence in software compliance position.

Scope

- 1200 Discovery Nodes, 3800 SAM Nodes, 5 Major Vendors.
- Software Asset Management Professional.
- Discovery.
- SCCM Integrations.
- Reports & Dashboards.
- Service Catalogue.

Solution

- Created a consolidated software entitlement repository.
- Implement SAM Discovery, OOB Normalization, SCCM Integration.
- Create a single source of truth in the form of a consolidated Software Usage repository. This laid the foundation for remediation.
- Increased the confidence of compliance position through OOB reconciliation feature.

Benefits

- ServiceNow® is a convenient single source of truth for entitlements.
- Discovered and normalized more than 50% of the Software Assets.
- Increased confidence levels on compliance position through reconciliation.
- The end-to-end software lifecycle management system enabled the company to optimize expenditure and reduce compliance risk.