



Soft-Aid

The Software Asset Management Specialists

781-569-0410 www.aid.com

The Power to Take Control of Software Assets



Solution Brief: Software Asset Management Training and Employee Awareness

Soft-Aid offers training services in SAM, to ensure that your personnel understand their roles and responsibilities related to software and are able to fulfill them.

Ensuring that employees follow the correct SAM practices is a key component of a successful SAM program; training is an important way to make certain that users understand their responsibilities and adhere to the correct practices. A lack of general employee awareness in the proper use of software and hardware creates unnecessary compliance and security risks; training helps organizations mitigate these risks and improve the daily efficiencies of managing software assets.

Most end-users heavily interact with their organization's software assets. End-users and their business units make frequent requests for software applications and are often granted rights to install software on their own. End-users are the consumers of software licenses and thus play an important role in the acquisition of licenses and in ensuring that the organization properly uses what it has acquired.

IT personnel, on the other hand, have tasks that include managing software deployments and the movement of IT assets in the organization. And departments like finance and procurement have SAM roles that are heavily concentrated at the time of asset acquisition and retirement.

With the proper SAM training, these and other groups in your organization can understand their SAM roles and responsibilities; as a result, the risks of having software that is improperly licensed, and can be neither serviced nor maintained, is reduced. Having an independent third party perform the training ensures that it is properly conducted and consistently implemented.

Many of our clients use our training services after seeking our assistance in developing appropriate SAM processes and procedures for their organization.

End-User SAM training

▶ We put together a training program and curriculum for end-users, regarding company software policies. At the end of training, end-users will understand their complete SAM responsibilities ranging from the use of company-owned software to the installation of personal software as well as how to requisition software assets.

This is conveyed by a combination of PowerPoint presentations, written documentation, and role playing exercises that we provide and are specifically chosen for their effect. We make sure that this knowledge is enforced through periodic sign-off by all employees.

At the end of training, end-users understand their software asset management roles and are prepared to execute on their responsibilities. We ensure that end-users understand the consequences of not adhering to the right SAM practices.

We can also provide an ongoing employee awareness program that includes posters and other materials to ensure adherence and compliance.

▶ We train end-users in the procedures that affect their use of software, such as how to request new software or log a service/help desk ticket.

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For More Information

To begin taking the steps to ensure that your employees understand their roles and responsibilities related to software, contact us at info@aid.com or by phone at 781-569-0410. You can also visit our website at:

www.aid.com

▶ We offer flexible training options. We can provide onsite training for groups of significant size, web-based training via live or recorded webinars, or a combination of the two.

Training for personnel with key SAM responsibilities

▶ We can train procurement, IT, and other personnel in how to properly utilize SAM tools and to follow those SAM procedures for which they play a role.

▶ We offer flexible training options. We can provide one-on-one training or small group training sessions for teams that have similar software asset management roles.

Training Materials and Curriculum

We can provide SAM policy and procedure manuals, as well as PowerPoint presentations and role playing exercises, that can be used in new employee training. We can either supplement your own training manuals or develop separate materials.

The Soft-Aid Advantage

Our team consists of former IT Directors, IT Asset Managers, Software Account Managers, and Licensing Specialists, who have provided SAM services for over one hundred clients.

We can rapidly inventory software assets in networks of any size or topography and across platforms.

We use refined SAM tool sets, including SAM maturity models, policy templates, and current licensing position analysis tools, to provide you with strategic insight into your IT environment.

We employ proven project management strategies, that factor in the unique aspects of SAM engagements, to ensure projects are done on time, on budget, and correctly.

We provide up-to-date and unbiased information about software publisher licensing models and contractual terms and conditions to help you understand your licensing options.

We stay apprised of special pricing, rebates, and new program benefits offered by software publishers to provide you with insight to inform purchasing decisions.

The logo for Soft-Aid features a stylized orange triangle above the company name "Soft-Aid" in a bold, black, sans-serif font.

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