



ENTERPRISE APP STORE

1E SHOPPING GIVES USERS SELF-SERVICE ACCESS TO APPLICATIONS

A large pharmaceutical company rolls out an enterprise app store for its 60,000 users to download and use software within minutes of selecting it. This automated process alleviates pressure from the helpdesk and in just twelve months the organization has been able to make savings of more than \$5 million.

Challenge

The pharmaceutical giant needed a quick and easy way for its 60,000 users to select and download software that they need, when they need it. There were two challenging areas that needed to be radically improved, the long lead times to get things packaged and to get software onto desktops which was, in the main, a manual process.

Solution

As part of a larger initiative - for streamlined systems management and automated OS deployments the organization selected a number of 1E's IT Efficiency solutions - Nomad, AppClarity and Shopping.

1E Shopping, the Enterprise App Store solution was initially rolled out to ensure users can select software and download it to their desktop within minutes.

Business benefits

In just twelve months, the company has seen:

- An average of 10,000 users per month downloading software in less than five minutes
- Savings of \$5 million
- Manpower savings of 20,000 hours
- More than 116,000 requests for software fulfilled

Shopping is also a key enabler for users to download the software over and above the normalized set of applications that comes with their new OS image.

Share this



1E Shopping delivers \$5 Million Savings in Twelve Months via a User-centric App Portal

About Shopping

Shopping empowers users to install software, Operating Systems and services at a time when it suits them without disrupting their daily workload. The self-service automation of the request, approval and delivery process means users can download the software and services from the enterprise app store within minutes and dramatically reduces the number of software requests that go through the helpdesk.

Users today are savvy and sophisticated and have come to expect a similar experience with their Enterprise IT that they get with modern devices, such as smartphones and tablets that they use on a daily basis.

The pharmaceutical company has a workforce of 60,000. Whenever anyone wanted a new application on their desktop they had to raise a request to the IT helpdesk and it might take as long as five days for it to get the software to them. The situation was far from satisfactory and so the company sought to automate the process and selected 1E Shopping whereby users would be able to select, download and install software in just a few minutes by themselves.

The Infrastructure Service Management Lead at the organization explains: “We had two challenging areas under the old regime - the long lead times to get things packaged and the equally long lead times to get software onto desktops.”

“We called it the 555 improvement journey. It used to take five months to get things packaged, five days to get things deployed, and now, with Shopping, it takes under five minutes.”

Infrastructure Service Management Lead

It was taking a working week at best from a user requesting a piece of software to being able to work with it. First, the support team would have to create the collection in SMS and deploy it out to the user’s machine. This would take at least five days.

He says, “When we launched our portal initially, we called it the 555 improvement journey. It used to take five months to get things packaged, five days to get things deployed, and now, with Shopping, it takes under five minutes.”

The company customized the look and feel of the portal with familiar branding and colors, and also renamed it. “Before we launched it, we were servicing about 3,000 requests a month. One to one. Twelve months later, we’re seeing the levels of requests grown to 10,000 monthly. It’s really taken off and the efficiency of the service has meant that it’s been adopted by more and more people every day,” he continues.

Over the first year of implementing the self-service portal for users, the organization has processed 115,856 requests which represents a saving that is just shy of \$5 million. The Infrastructure Service Management Lead asserts, “in terms of manhours we saved around 20,000 hours.” The monthly overhead has been reduced by two thirds.

User self-service of applications during Windows Migration

About AppClarity

AppClarity gives you clear and simple visibility of your entire software estate, across servers and PCs, enabling you to make immediate reductions in software costs, providing the information you need to prepare for a software audit. AppClarity financially quantifies all unused software and it can initiate automatic user-centric software reclaims.

Shopping also plays its part in the Windows migration project that the company is conducting to move its workforce away from Windows XP and onto Windows 7 and 8. The Infrastructure Service Management Lead explains: "We are repackaging a lot of applications and people will be shopping for apps to be used in the new Operating Systems. Initially they will get the Windows image and a few core applications. Therefore what they will shop for is applications that they need over and above that."

It's given the company the opportunity to massively rationalise its database. "What Shopping has enabled us to do was to take a really long hard look at the 13,000 applications we had in the estate and pretty quickly we brought that figure down to the region of about 4,000-4,500 applications. Through the Windows Migration 7 project we are bringing that down still further, today, we are currently down to around 1,500," he says.

"Users can shop based on variables such as what we know works with the new OS and what kind of licence agreements we've got in place. Obviously some applications are covered by enterprise-wide licence agreements but some are not and for those, users will need to go through an approval process as they have to 'buy' a licence."

In general when a user shops, behind the scenes Shopping creates a collection in Microsoft System Center Configuration Manager, advertises it to the user's machine and deploys the application in under five minutes. However when approval is needed, the application is still deployed within that timeframe and then an email is automatically generated which goes out to the Fulfilment Team who do the licence check based on what the user has just installed.

Fulfilment gets back to the user within a short period of time (but longer than five minutes) with an email that says, "We see you've just shopped for this. This needs a licence. Please provide us with your cost center and provide proof back to us." He remarks, "If they don't do that, the application will be uninstalled. It's how we ensure we remain compliant."

"When we had 13,000 applications in the estate, it was very difficult to get a handle on who's got what where, what licences we own. We were exposed to a massive compliance risk from vendors but that is improving. We've got into a situation now where we feel very confident today that we're in a good shape," he adds.

User self-service of applications during Windows Migration

About 1E Professional Services

The global team of 1E products and systems management experts have extensive knowledge, experience and consulting expertise.

1E consultants, who on average, have more than six years' experience working with systems management technologies - with a specific focus on Microsoft System Center Configuration Management - provide knowledge and shared insight and best practices on complex Operating System Deployments, implementing Microsoft System Center Configuration Manager upgrades and rationalizing software, hardware and information architectures for clients large and small.

The pharmaceutical company is complementing Shopping with AppClarity, the software license optimization solution from 1E. The visibility on usage and entitlement from AppClarity really strengthens the company's position with the vendors. The Infrastructure Service Management Lead says, "We will be able to respond to a vendor confidently saying, "We know exactly what we've got installed and out of that we know what's being used".

AppClarity will very quickly indicate the company's entitlement position, and if underlicensed, it can choose to either buy more licenses or, via AppClarity make a mandatory uninstall of certain applications to return to a position of compliance.

Overall he is delighted with the outcome of the project: "We worked closely with 1E consultants to ensure the install and deployment of Shopping went smoothly. Their knowledge, capability and understanding of our environment was absolutely great. We now have a very robust solution in place and see 1E as a strong strategic partner."

Shopping has been a success. From an administrative point of view the IT team runs Shopping as a Business-As-Usual project, "For me it's been a real success story from day one" he says. "From the users' perspective, they appreciate that it actually does what it says on the tin. You shop for an application, and it's on your machine in five minutes."

With an eye on the future, he concludes, "We're looking forward to a snazzier interface and slicker experience in Shopping 5.0, it'll be particularly nice to have the new interface when we start rolling out devices with Windows 8 that have touch capability."

About 1E

1E's suite of disruptive IT operations management tools save billions, solve problems and simplify the management of large, complex IT environments - in record time. Designed with a singular focus to help drive down costs, 1E's solutions include tools for IT asset management, Windows systems management and BYOPC.

Contact us

UK (HQ): +44 20 8326 3880 US: +1 866 592 4214 India: +91 120 402 4000 info@1e.com

Share this

