

# LicenseWatch Professional Service

With the LicenseWatch Professional Services customers can enjoy the maximum benefits from their LicenseWatch installation.



## ABOUT LICENSEWATCH

LicenseWatch provides you with cost effective control and compliance.

## KNOW WHAT YOU HAVE

Our leading technology quickly tells you what software you have installed, how it is used, and what licenses you have to support this.

## QUICK Service Delivery

Simple and quick installation on one of your (virtual) Windows servers can be done in half a day. Inventory building and application metering will start from day 1.

## IMMEDIATE COST SAVINGS

Find out quickly where you can save on licensing and support costs by identifying where unused software is installed.

## SERVICES AVAILABLE

SAM Readiness  
Inventory Baseline  
Software Recognition  
Training Service  
Maintenance  
Technical Support

## In-depth knowledge

Our consultants are fully trained and know all the ins and outs on the LicenseWatch software and how to implement it in various infrastructures. Furthermore they have in-depth knowledge on Software Asset Management systems and how to effectively configure tooling. LicenseWatch Professional Service can be delivered on-site at the customer or remotely and can be used to address a variety of technical tasks needed to be completed.

## Implementation Service

By having a LicenseWatch Consultant doing your initial LicenseWatch implementation the best possible quality is ensured. Especially in more complex environments where the LicenseWatch system needs to be integrated with your App-V, Citrix XenApp or XenDesktop environment, your VMware vCenter, need to connect to Oracle databases or the Microsoft SCCM database you want to make sure that the connections are properly setup and you get the best out of the complete solution.

## Health Check / Trouble Shooting

IT environments are dynamic and upgrades at one part of your infrastructure may affect other parts. When you are experiencing performance problems or other issues with your LicenseWatch installation the best and quickest solution

will be to engage with a LicenseWatch Consultant. They can help you getting back on the performance track again.

## Upgrade Service

The Software Asset Management space is continuously evolving and so are the software licensing programs. This presents organizations with many challenges in optimizing their license position. To offer our customers all necessary functionality, LicenseWatch is releasing new software version twice or three times a year. Our LicenseWatch Consultants know exactly what to do to get the best possible upgrade and ensure your LicenseWatch system will be fully up-to-date and as well performing as ever.

## Fine tuning / Reconfiguration

Did you make changes to your environment and now your LicenseWatch system is not performing as it used to do? Get a LicenseWatch Consultant to do the fine tuning and reconfiguration of your LicenseWatch system and get it to work the way you are used to.

When you have been running your LicenseWatch system for some time and accumulated a lot of data, or when you have added many more new computers to the inventory database, you might need to optimize your performance of the system.

### **Delivery**

LicenseWatch Professional Services are delivered by trained and certified people only and are delivered on your premises and, in special cases, also as an on-line service. Contact your local LicenseWatch office to discuss your requirements.

### **Implementation Process**

Our consultants have a structured and tested approach to ensure a successful implementation of your LicenseWatch system. This approach consists of three steps.

### **Preparations for Implementation**

We begin by clearly communicating what are the prerequisites for an installation and ensuring together with the customer that everything is in place: the (virtual) server, service account credentials and appropriate database rights.

### **Installation and Configuration**

The next step is the installation and configuration of the LicenseWatch software on the server. Where appropriate we connect to infrastructure components like VMware ESX or vCenter, Citrix XenApp or XenDesktop, Microsoft Hyper-V, App-V or SCCM.

### **Data Collection**

When the software is installed and configured we begin the data collection by either rolling out LicenseWatch Agents through scripts or policies or by connecting to your Microsoft SCCM or Symantec Altiris Deployment Solution. This ensures the LicenseWatch system is properly installed and the data collection functions correctly.