



70% reduction in license cost using License Optimization dashboard for a leading fragrance company





Challenge:

- *Customer was not aware of the number of licensed role assigned to users as per their subscription or purchase*
- *Less visibility on the licenses utility*
- *Assigning more roles than the number of roles subscribed*
- *Overriding cost and lack of financial accountability*

Solution:

- *ServiceNow Performance Analytics*

Benefits:

- *Easy identification of roles that are least used and targeted removal of user access*
- *Cost savings up to 70% on licensing*
- *Clarity in the role purchase agreement for the management to take informed decisions*
- *Dashboard based analysis of monthly or weekly login hours of the users*
- *Optimum utilization of resources and cost savings used for better business goals*

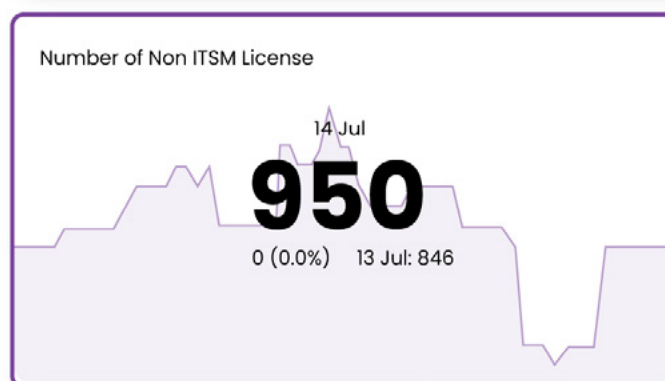
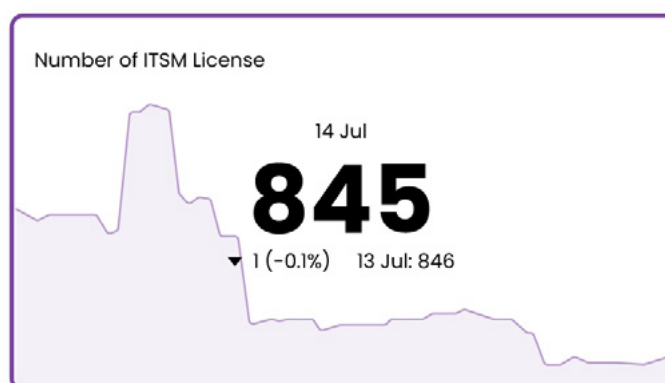
About The Customer

Our Customer is the world's largest privately owned Fragrance and Flavor Company touching over 4 billion consumers several times a day, in more than 100+ markets.

The Need

Our Customer was spending a fair share of its annual budget on purchasing licenses. However, it was difficult for them to track license utilization effectively. They were also not sure about how logged-in users connect to the instance.

Hence, they wanted a dashboard that can track the user login hours and perform a historical comparison based on the trends. Through the dashboard the customer wanted to find out the users login hours per week/per month. Further, they were looking for a transparent system that can show the licensed users like, role users, who are effectively using the instance.





Aspire's Solution

Aspire's team of ServiceNow experts quickly analyzed the requirements of the customer and helped their management to find out role users who are effectively using our instance.

Solution in detail:

- Creation of customized Dashboard for tracking of logged in users.
- Multiple filter list added at the top of the dashboard, so that management can view records based on different filter selections like Assignment group, Region, Sub Region and different services.
- Dashboard will display the overview of ticket details like incident, change, service request and problem based on Individuals users' selection in the top of the dashboards.
- Reports that will enable the management to mark difference between overall login hours, active hours, and display user wise session time.

Overall Login hours Vs Active hour

User Wise Session Time

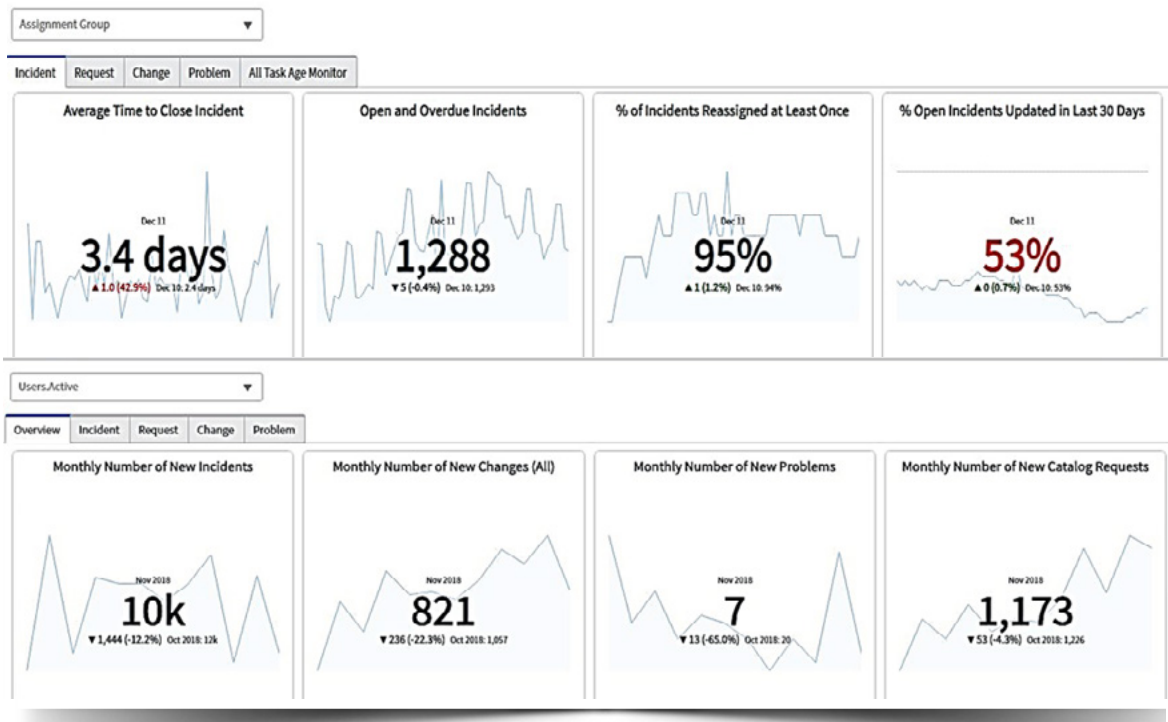
Name	W27 2020	W28 2020	W29 2020	W30 2020	Trend	Distribution
NITK / Nithya K	59 Hrs	63 Hrs	91 Hrs	18 Hrs		
YFR / Yannick RUCKSTUHL	54 Hrs	73 Hrs	67 Hrs	17 Hrs		
SNMP / Sandeep Mahadev PATIL	30 Hrs	38 Hrs	38 Hrs	14 Hrs		
KOPR / Kothai PARAMESWARAN	65 Hrs	58 Hrs	32 Hrs	13 Hrs		
SGST / Steven Guo-Sheng TANG	18 Hrs	3 Hrs	3 Hrs	12 Hrs		
MEPT / Mareta Eka PUTRI	27 Hrs	49 Hrs	26 Hrs	11 Hrs		

User Wise Active Session Time

Name	W27 2020	W28 2020	W29 2020	W30 2020	Trend	Distribution
NITK / Nithya K	33 Hrs	44 Hrs	39 Hrs	11 Hrs		
AUJP / Anvi PANDEY	29 Hrs	20 Hrs	15 Hrs	11 Hrs		
MIJK / Miji KUNJAMMA	11 Hrs	7 Hrs	13 Hrs	10 Hrs		
MHDB / Mahadev BILASKAR	7 Hrs	18 Hrs	28 Hrs	10 Hrs		
SDPA / Shradha PANDEY	19 Hrs	7 Hrs	37 Hrs	9 Hrs		
GRIV / Vlad CRIGORESCU	6 Hrs	40 Hrs	0 Hrs	9 Hrs		



Group manager trend Vs Individual Contribution Trend



About Aspire



Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customer and employees.

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