



Microsoft Software Asset Management Customer Solution Case Study

DAIFUKU

Material Handling and Beyond

Overview

Country: United States

Industry: Manufacturing

Customer Profile

Headquartered in Reynoldsburg, Ohio, Daifuku America manufactures assembly line equipment. The company has 15 offices in the United States and more than 350 employees.

Business Situation

After years of inconsistent adherence to company policy pertaining to software purchases and license management, Daifuku's new network administrator realized the company needed to gain control of IT assets.

Solution

Daifuku contacted Softchoice, a large account reseller, about its licensing concerns. Softchoice recommended the SAM (Software Asset Management) Assist program, which helped Daifuku regain control of its IT investments.

Benefits

- Streamlined licensing agreements
- Centralized procurement
- Reduced licensing costs
- Saved time and resources
- Achieved compliance

Manufacturer Streamlines Procurement and IT Management Process with SAM Assist

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Jacob Garrett, Network Administrator, Daifuku America

Daifuku America produces assembly line equipment for automakers and distribution centers. Daifuku's 15 offices throughout the United States were not consistently following company policy or routing software purchases through the main office, nor retaining licensing records. After being promoted to Network Administrator, an employee discovered some discrepancies and inefficiencies in the company's IT asset management practices. Daifuku contacted its large account reseller, Softchoice, to inquire about options for bringing the company up to date during the next licensing contract negotiation. Softchoice, a Microsoft® Certified Partner for Licensing Solutions, recommended its TechCheck Assessment Services and the Microsoft SAM Assist program. Company leadership realized this was an opportunity for Daifuku to streamline licensing policies and practices while gaining the knowledge to choose an optimal licensing program.



SAM Software Asset Management

optimize. assure. build.

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Jacob Garrett
Network Administrator, Daifuku America

Situation

Daifuku America, a manufacturer of equipment for assembly lines, restructured in recent years. With 15 offices throughout the United States, Daifuku lacked a monitored, centralized procurement process. Although all software and hardware purchasing was supposed to go through the main Ohio office, this was not always the case. Unfortunately, the company had no system for catching these unapproved purchases, accounting for them, or managing them over time.

After being promoted to Network Administrator, Daifuku employee Jacob Garrett quickly began to understand how the company’s unregulated purchasing contributed to complex and troublesome software licensing.

For example, each office maintained its own inventory records without the oversight and knowledge of the corporate office. Because the majority—13 out of 15—of Daifuku’s offices had no IT person on staff, manual tracking of software assets was most often conducted by employees who did not prioritize nor understand the importance of managing the company’s software investments. This situation led to spotty compliance control, inaccurate inventory files, and purchases from the wrong licensing programs.

In addition, two of the Daifuku offices purchased software and licensing credited to former names under which the company was doing business. Garrett determined that the company was managing and tracking 12 different licensing agreements.

With a licensing renewal approaching, Garrett realized that accurate and thorough information was necessary in order to correctly determine the company’s licensing needs. Garrett also realized that gathering that information without help would be inefficient and costly, requiring an IT staff member to fly to each office and conduct a manual inventory.

Solution

Garrett contacted Softchoice, Daifuku’s large account reseller (LAR), and explained the company’s predicament. Softchoice advised a TechCheck Assessment Service through the Microsoft® SAM Assist program. The SAM Assist program is a software asset management engagement conducted by a Microsoft partner that includes a single online volume license reconciliation utilizing an inventory tool. Recognizing this as an opportunity to receive an accurate inventory of software assets and provide the groundwork for future IT purchases, Daifuku leadership eagerly decided to participate.

Softchoice’s Account Executive visited the Daifuku main office in Ohio and engaged a Softchoice Services Consultant who specializes in delivering the TechCheck Assessment Services. Next, they helped Daifuku to deploy the AssetMetrix inventory tool, which scanned and collected relevant data. To capture licensing data for computers not on the Daifuku network, a utility file was sent in e-mail or on a USB drive to be deployed on those units. From Ohio, Garrett was able to gather all the required information from all Daifuku office and home users. In the final step, the Softchoice Consultant conducted a volume license reconciliation and consultation, comparing the collected inventory data with current volume licensing records from Microsoft. The result was a clear picture of Daifuku’s licensing entitlements and needs.

Benefits

Daifuku has made improvements to its purchasing and software asset management program. Having an accurate inventory has allowed Daifuku to achieve compliance, simplify license management, and saved the company time and money.

Achieved Compliance Now and for the Future

Once the AssetMetrix inventory tool was deployed, Daifuku’s concerns

were confirmed. The company was unintentionally short on some licenses. One surprise was the extent of the shortfall; the company was short some 300 client access licenses (CALs) for its desktop users. Had Daifuku not undergone the SAM Assist engagement, the company would have unknowingly continued to risk noncompliance.

In addition, the engagement uncovered unused and unnecessary licenses that Daifuku had purchased. Daifuku is now positioned to move forward confidently, says Garrett. "The SAM Assist engagement with guidance from Softchoice provided us the knowledge we needed to become compliant and make good licensing decisions."

Daifuku IT leadership now fully understands the licensing program and the opportunities that its Microsoft Enterprise Agreement provides when the company purchases software strategically, based on accurate data, rather than on a one-off basis.

Streamlined License Purchasing and Management

Through the engagement, Daifuku's licensing has been consolidated under one entity. The company reduced the number of licensing agreements from 12 to 2, a Microsoft Enterprise Agreement and Select License. To ensure that these improvements remain in place, a new policy requires that all licensing purchases must go through the main office. Network Administrator Jacob Garrett is finding this process much easier to manage. "The Microsoft Volume Licensing Web site provides information about our two volume license agreements online. I can easily access all our data to continually manage our assets."

Improved license management has been personally beneficial for the IT staff as well. The IT team can concentrate on laying the groundwork for future projects because managing software

assets and licensing compliance is much easier. The team is confident that they have correct and current data when reporting to management.

Finally, Daifuku has a small IT budget, so having centralized, simple management that is both inexpensive and efficient is important to maintaining asset management.

Save Time and Money

By utilizing the SAM Assist offering, Daifuku was able to quickly and easily gather the required data to make some important decisions regarding licensing. If not for Softchoice Services and the AssetMetrix tool, Daifuku would have faced the difficult and laborious job of collecting the licensing data from all computers individually. Garrett says, "We couldn't be happier with the follow-through and assistance that Softchoice provided. Had they not been here to assist us, this process would have taken months."

With accurate inventory information, Daifuku also discovered ways to minimize licensing costs through the volume license reconciliation. In some instances, the IT team knew that they would be short on licenses, and the team had estimated the number of licenses that Daifuku would need to purchase. After receiving accurate user numbers, Garrett was pleased to find that the company needed to purchase far fewer licenses than expected. Also, Daifuku discovered some licensing that was not being actively used. Had the company not been aware, it probably would have renewed these licenses unnecessarily.

Softchoice experts helped to evaluate the collected data and worked with Daifuku to determine the optimal licensing program. The Enterprise Agreement provided Daifuku with the best pricing and provides licensing for further growth.

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Jacob Garrett
Network Administrator, Daifuku America

For More Information

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For more information about Softchoice products and services, call (800) 268-7638 or visit the Web site at: www.softchoice.com

For more information about Daifuku America products and services, call (614) 863-1888 or visit the Web site at: www.daifuku.com

Microsoft Software Asset Management

Software Asset Management is a best practice and process that can help save money, control risk, manage unique and standard deployments of software, provide greater security and reliability, and achieve regulatory compliance. The combination of Microsoft tools and partner services provides a solution to help you understand and implement processes to optimize your software investments, adhere to established business processes and regulatory controls, and build flexible and adaptable capabilities for the future.

For additional information, including free tools and resources, visit: www.microsoft.com/sam

SAM Assist Program

SAM Assist is a Microsoft software asset management engagement conducted by a Microsoft Partner that includes a single online volume license reconciliation utilizing a discovery tool. A review of company policies and procedures that support a successful SAM program are not part of the SAM Assist offering. Implementing a full SAM program into your organization can be accomplished through four steps: perform a software inventory, match software to licenses, review policies and procedures, and establish an ongoing plan.

To get an online Microsoft License Agreement, visit: www.microsoft.com/midsizedbusiness/license-management.mspx

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