

The Organisation

Irwin Mitchell was established over 90 years ago and is the fourth largest law firm in the UK. The practice has grown significantly in the last 15 years and today employs more than 2,300 staff – including over 1000 legally trained professionals and more than 100 Partners. Its office network covers Birmingham, Leeds, London, Manchester, Glasgow, Newcastle and Sheffield with international offices in the Spanish cities of Marbella and Madrid.

The Challenge

To provide a strategic partnership in defining a comprehensive Software Asset Management (SAM) strategy and to implement Licence Dashboard™.

The Benefits

The organisation's Software Asset Management strategy was delivered in less than six months using the existing software inventory tool, SMS, and Licence Dashboard. Licence Dashboard enabled the organisation's IT department (who look after 2,000+ staff and their PC devices) to have a comprehensive view of all their software assets and manage them on a day-to-day basis.

Providing real-time information, Licence Dashboard now equips business users with the facility to make better informed purchasing decisions. All in all, Irwin Mitchell has now gained the ability to better plan, manage and deploy IT projects – and thus reduce TCO.

Gary Thomas of Irwin Mitchell concluded:

"Our decision to have a Managed Service for Licence Dashboard was based on a number of reasons; compliance, management overhead and the associated cost savings being the main ones. We now have a clear view of our compliance status at the touch of a button or at the end of the phone without the management headache that usually accompanies this.

"This in turn has saved us both time and money because Phoenix deals with all of the administration of Dashboard allowing our employees to concentrate on other initiatives.

"We find Phoenix great to work with and would highly recommend Licence Dashboard and the Phoenix Managed Service to anyone interested in getting and, more importantly, staying compliant."

Click **here** to read this case study in full.

<http://www.phoenixs.co.uk/case-studies/IrwinMitchellSolicitors.aspx>

North Lincolnshire Council



The Organisation

North Lincolnshire Council was created on 1 April 1996, taking over an 85,000-hectare area of the former South Humberside. The area has a population of around 153,000 in a mix of urban and rural areas. Scunthorpe is the largest town in North Lincolnshire with a population of 76,000.

With 43 elected councillors and approximately 7,200 employees, this Unitary Council provides the full range of council services ranging from schools and libraries to housing and refuse collection. Around £165m is spent on providing these services each year.

The Challenge

North Lincolnshire Council approached Phoenix Software to carry out a thorough software audit.

The Benefits

With the compliance issues addressed, North Lincolnshire Council wanted to ensure that this software audit was the start of a continuing process which would maximise the council's return on investment.

They quickly realised they then needed a business tool that would fully integrate with Centennial Discovery and extend its reporting capabilities. In addition to this, they wanted to ensure the relational integrity between what is installed on the network and what they are allowed to install was maintained. Licence Dashboard was the tool selected to achieve this goal.

Elayne Smith, Client Services Manager, and Richard Cook, Senior Client Officer, are still the driving force behind the continuing success of North Lincolnshire Council's software asset management process.

As valued customers of Phoenix Software, North Lincolnshire Council has seen how, over the past few years, the importance of carrying out a successful Software Asset Management process has grown. With the assistance of their dedicated Phoenix Software Asset Management Consultant, the council still strives to maintain this position.

With ISO standards increasingly becoming a requirement for many organisations, North Lincolnshire Council is ready for these changes. The procedures the council now has in place far surpass many in other similar organisations and this is down to Richard Cook's interest and understanding of what is required, and what motivation it takes, to keep a Software Asset Management project running smoothly.

Richard Cook concluded:

"In approaching Phoenix for software audit and asset management services, the council's main objective was not only to demonstrate software copyright compliance but, more importantly, to implement a business process that would promote effective management, reduce operational costs and increase return on investment."

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<http://www.phoenixs.co.uk/case-studies/NorthLincolnshireCouncil.aspx>

