

Success Story:

AstraZeneca

Unlocks 25,000 Hours and \$2 Million in Annual Savings

Customer Profile: AstraZeneca is a global, science-led biopharmaceutical company that focuses on the discovery, development and commercialization of prescription medicines, primarily for the treatment of diseases in three main therapy areas - Oncology, Cardiovascular & Metabolic Diseases and Respiratory. AstraZeneca operates in over 100 countries and its innovative medicines are used by millions of patients worldwide.

Challenges and Needs: AstraZeneca faced a number of challenges when it came to deploying software, managing service delivery and overseeing governance, including:

- Poor employee experience with previous software store
- Over 3,700 apps, which were difficult to search
- No integration with the outsourced Software Asset Management (SAM) program
- Resource heavy manual processes

Solution: As part of a CIO-lead initiative to reduce IT costs by half, AstraZeneca brought its outsourced IT programs back in-house. They invested in a number of IT Service Management and **software asset management** (SAM) tools including **Flexera's App Portal and FlexNet Manager Suite** solutions.

- Launched a new AZ SoftwareStore built on App Portal
- Enhanced ITSM capabilities with SAM and license optimization

Benefits: **AstraZeneca's in-sourcing initiative** and modernized SAM program has resulted in significant labor and cost savings, including:

- Labor savings in the first year of \$1,968,000
- 1,300 hours saved per month for users
- 267 hours saved per month due to automated license checks
- 488 hours per month reduced due to simplified publishing
- 89% smaller software catalogue improved usability and ongoing governance
- Increased visibility over software spend

Under the leadership of CIO Dave Smoley, AstraZeneca has been transforming their IT services, with a goal of cutting costs by half and improving user satisfaction for over 50,000 AstraZeneca employees. With a motto of #ThinkSimple, his team has rallied to take back control of the IT services they deliver.

Rachel Ryan, Global Software Asset Management Lead was up for the challenge of reimagining how they delivered

software applications to AstraZeneca's global employees.

The old AppZone app store, which was based on a different technology, was not integrated into the license management system and presented a less-than-desirable user experience. With 3,700 different applications in the catalog, employees had difficulty searching for the apps they needed and it required a two-step process; they had to select the software in the AppZone

FLEXera

"Flexera's App Portal and FlexNet Manager Suite have enabled us to proactively maintain license compliance, streamline service delivery and significantly improve the user experience. The new AZ SoftwareStore has delivered annual labor savings of nearly \$2 million. Simplification has really driven results and delivered valuable time and cost savings back to the business."

Rachel Ryan
- Global Software Asset
Management Lead
End User Computing

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FlexNet Manager® Suite
for Enterprises

store which published it to their PC and then they had to manually initiate the install. This wasted employees' and the IT staff's time, and was an area Rachel knew could have a major impact on efficiency and user satisfaction. To address the challenges with AppZone, the team prioritized usability and the user experience, with a goal to create a familiar online shopping portal that would be more intuitive for employees.

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The Software Simplification project was launched to find a clean, simple and automated way to deliver applications to employees and ensure proactive license compliance. **AstraZeneca rolled out ServiceNow self-service IT to 51,500 staff globally in 2014** and any solution selected had to enhance and add value to that IT system of record.

AstraZeneca selected **Flexera App Portal** because of its intuitive interface, ability to create a shopping experience that was more like Amazon, and the automation of governance over license management and software delivery.

AstraZeneca re-branded the enterprise app store the AZ SoftwareStore, and piloted the new solution within the IT department prior to launching it globally. Since App Portal is intuitively easy to use, it did not require formal user training. Rachel's team created a few pieces of content to educate employees about the new store. They wrote knowledge articles in ServiceNow and included a short video, a user guide, FAQs and links to the store. To help get the word out, Rachel also wrote an article for their intranet to publicize the new system to their global employees.

Overall, the project has saved AstraZeneca \$164,000 per month, with estimated savings in the first year of \$1,968,000.

The cleaner, simpler and more intuitive employee experience was a success right from the start and has saved employees an estimated 1,300 hours per month through reduced clicks, accurate search results and the ability for users to schedule their own software installations. By reducing the number of apps in the service catalog from over 3,700 applications to just 400 (a reduction of 89%), they were able to streamline employee choice and improve usability and governance.

From an asset management perspective, integrating license management with the AZ SoftwareStore has allowed IT to more effectively manage spending on software and proactively maintain license compliance for their desktop software environment. The IT organization has saved a total of over 755 hours per month since implementing the Flexera solutions. Integration with **FlexNet Manager Suite** enables automated license checks, saving 267 hours per month for the asset management team.

FlexNet Manager Suite, is also used to maintain license compliance and optimize spend on AstraZeneca's datacenter server software. This includes license management and optimization for IBM, Microsoft, Oracle, SAP and VMware software.

Using Flexera **AdminStudio**, End User Computing has been able to simplify the publishing process for new application packages, deploying new software faster and saving 488 hours per month.

As a result of these enhancements to the new system, 25,000 hours will be created annually that employees and IT can use to focus on what matters most. The new AZ SoftwareStore has delivered annual savings of nearly \$2 million. Simplification has really driven results and delivered valuable time and cost savings back to the business. AstraZeneca is looking to save millions in cost avoidance in the next 12 months by the reclamation and reuse of software licensing and more control over software spend.

With such great results generated from the first phase of the project, Rachel's team is already looking into the feasibility of expanding the software asset lifecycle management capabilities to cover further integration with ServiceNow, automating software license reclamation, and aligning functionality and applications with each business area to meet their unique needs and help drive more productivity.

About Flexera

Flexera is reimagining the way software is bought, sold, managed and secured. We view the software industry as a supply chain, and make the business of buying and selling software more transparent, secure, and effective. Our Monetization and Security solutions help software sellers transform their business models, grow recurring revenues and minimize open source risk. Our Vulnerability and Software Asset Management (SAM) solutions strip waste and unpredictability out of buying applications, helping companies purchase only the software and cloud services they need, manage what they have, and reduce license compliance and security risk. In business for 30+ years, our 1000+ employees are passionate about helping our 80,000+ customers generate millions in ROI every year. Visit us at www.flexera.com.

Flexera™

Flexera
(Global Headquarters):
+1 800-809-5659

United Kingdom (Europe,
Middle East Headquarters):
+44 870-871-1111
+44 870-873-6300

Australia (Asia,
Pacific Headquarters):
+61 3-9895-2000

For more office locations visit:
www.flexera.com