

EXPERIAN CASE STUDY



Experian achieves software compliance with FAST

Experian provides information, analytics, decision-making solutions and processing services. Using its comprehensive understanding of individuals, markets and economies, it helps organisations to find, develop and manage customer relationships to make their businesses more profitable.

Experian is a global leader in providing value-added information solutions to organisations and consumers

Experian promotes greater financial health and opportunity among consumers by enabling them to understand, manage and protect their personal information, helping them control financial aspects of key life events and make the most advantageous financial decisions.

Experian works with clients across diverse industries, including financial services, telecommunications, healthcare, insurance, retail and catalogue, automotive, manufacturing, leisure, utilities, e-commerce, property and government. A subsidiary of GUS plc with headquarters in Nottingham, UK, and Costa Mesa, California, more than 12,500 people in 28 countries worldwide support clients in more than 60 countries. Annual sales are in excess of £1.7 billion.

Experian UK's IT department manages users at 10 sites across the country with at total of 5,000 PCs, 1,100 Wintel Servers, 100 Unix Servers and 2 Mainframe units. In June 2006 Experian attained FAST Gold Award, thus becoming one of the first businesses of its size to achieve this in a multi-platform environment.

Case study highlights

- Proof of purchase collation
- E-purchasing system
- Audit tool deployment
- Policies and procedures sign off at board level
- Regular audits to ensure no non-policy software is installed
- Regular reconciliation reports to maintain Software Compliance
- FAST Gold Award

To ensure compliance to software legislation, Experian is required to have a licence for every piece of software used by an employee and will not condone the deployment of any software that does not have a licence. It will be regarded as a disciplinary offence should any employee be found in either possession of, or using unlicensed software.

The FAST process

As a part of a campaign to raise awareness of software licensing regulations, FAST visited Experian in September 1999. In November 1999, Experian became FAST customers.

Proof of purchase collation began with the Commercial Services Purchasing Operations team registering all licence information into BCS - Software Organiser. Processes were implemented to ensure that all purchases of software from Experian's Software Suppliers were recorded.

Over the next few years the task of obtaining this licence information, raising awareness, building processes and collecting audit data continued - no easy matter in a company which was seeing double-digit growth year-on-year.

Nevertheless, Experian was awarded FAST Bronze in 2003 and then Silver in 2004.

Experian's risk committee identified that the consequences of non-compliance for a company of our size could be very serious, and so a project team was set up to assist in the programme.

Experian then invested in a software deployment tool, which also gave important audit data on all of its midrange technology. This tool detected over 2,000 different applications installed across the user environment. The Experian board signed a Software Policy in April 2005 and a six-week software amnesty helped reduce the amount of 'unwanted' software on machines.

Statement on software from John Saunders, Chief Executive, Experian International, "Experian Ltd uses software in all aspects of its business. To ensure compliance to software legislation, Experian is required to have a licence for every piece of software used by an employee and will not condone the deployment of any software that does not have a licence. It will be regarded as a disciplinary offence should any employee be found in either possession of, or using unlicensed software."

In June 2006 - Experian achieved registration to the FAST Standard for Software Compliance (FSSC-1:2004). Making Experian only the third company with more than 4,000 UK-based employees to achieve the FAST Gold Award.

The award follows a full audit of Experian software compliance processes and policies by FAST. The review confirmed that Experian has up-to-date licenses for all software installed on desktop clients, servers and the mainframes throughout the organisation and that the policies and procedures for managing software licensing have been considered and approved at board level.

"Experian is a large organisation with thousands of users across a number of locations. This makes achieving a gold standard for software compliance a significant achievement", said John Saunders, Chief Executive of Experian International.

This award demonstrates that the people, policies and procedures in place for managing software licensing across Experian's large multi-platform IT environment are of the highest calibre," he added.

For more information please call **0844 815 5742**, email **contactus@fast-compliance.co.uk** or visit **www.fast-compliance.co.uk**

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