

LEONARD CHESHIRE DISABILITY CASE STUDY

Leonard
Cheshire
Disability

Leonard Cheshire Disability uses FAST's compliance framework and training to get a firm handle on its software licences

As a very diverse organisation the charity realised early on that it needed external expertise to help the charity on the road to compliance.

Leonard Cheshire Disability has been a customer of the FAST Compliance Programme for over 10 years, working towards registration to the FAST Standard for Software Compliance (FSSC-1:2007).

This year it hopes to reach the first stage of the FAST Gold Award, but more importantly it now has a firm handle on its software licences and has regained control of its software estate.

Case study highlights

- Software reconciliation is now under control and the organisation knows where it is overspending so it can reclaim licences and see where there may be any potential shortfalls
- FAST training has been superb and has really helped the team to get to grips with certain aspects of software compliance
- Implementation of clear IT policies and procedures throughout the organisation has ensured that the Software Asset Management (SAM) programme stays on track
- Implementation of a new Asset Management solution to help ensure the ongoing management of software
- Providing the organisation with a framework and structure for the way forward, and confidence in its ability to demonstrate compliance

About the charity

Leonard Cheshire Disability supports over 21,000 disabled people in the UK and works in 52 countries. The charity campaigns for change and provides innovative services that give disabled people the opportunity to live life their way. In the UK, Leonard Cheshire Disability is the largest voluntary sector provider of care and support services for disabled people, operating through 10 geographic regions. The charity's work is diverse, from supported living developments close to town centres, support for young disabled people making the transition from school to adulthood, care at home services and projects that support disabled people to pursue their hobbies and interests.

Through its Ready to Start programme the charity also offers guidance and advice to budding disabled entrepreneurs.

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One step at a time

Leonard Cheshire Disability is a long standing customer of FAST, an independent education and training organisation, helping companies to achieve excellence in IT management. Today, the charity is working towards achieving registration to the FAST Standard for Software Compliance (FSSC-1:2007), which it hopes will not only help the company to become compliant, but will also instill good IT working practices throughout the organisation.

In the early days working with FAST, Leonard Cheshire Disability very quickly gained Bronze status. Following this, various individuals within the organisation attended a number of FAST training courses, learning about software management and licensing. Additionally, Leonard Cheshire Disability used FAST Consultancy services to help the organisation clarify and understand its Microsoft CAL situation.

This enabled Leonard Cheshire Disability to put in place a structured programme and shortly afterwards the company reached the Silver stage. But more importantly it had implemented a robust framework, rewritten many of its policies and procedures, and introduced a number of new ones that simply hadn't been in existence 10 years ago.

Tracking hardware and software assets

As a geographically diverse business, with over 150 locations scattered around the country and over 100 home based PC users, the charity has a fragmented computer system and keeping track of its technology assets has always been an issue.

Leonard Cheshire Disability has about 1,600 PC's, as well as a number of servers. In its quest to reach Gold Award, the organisation realised that it needed to put a solution in place to centrally administer and track its assets.

Joy Jerram is the Service Delivery Manager for the charity and under Joy's remit is the management of the service desk, purchasing, staff membership and legal compliance. Joy is the central point of contact for IT users.

Joy takes up the story, "One of the problems that we have is that with such disjointed systems, spread around the country, keeping everything in one place is no easy task. We did try using Microsoft SMS and that discovered all our assets without a problem, but it became extremely labour intensive for us to actually administer. We found we had too much information to actually understand the reports and that we were spending hours trying to decipher all this data. We realised that we didn't have the expertise, knowledge or the desire in-house to become experts on licence management and this is why we decided to join the FAST Compliance Programme."

On the road to software compliance

In 2006 Leonard Cheshire Disability was ready to tackle Gold but knew that it needed to find a good software asset management audit tool.

The organisation also realised that it needed a good understanding of hardware assets within the organisation, as well as understanding its software position. Leonard Cheshire Disability researched the market and as a result it purchased an IT management solution from Staff&line called EasyVista.

The charity has an entirely Windows based network, with Microsoft 2003 Servers and Windows XP and Windows 2000 Operating Systems. EasyVista was deployed onto one of the Charity's main servers as a central collection point for all its equipment enabling Leonard Cheshire Disability to accurately identify its 1,600 PC's and replace them, as it upgraded its systems. In addition to the asset management and discovery modules, Leonard Cheshire Disability also purchased the EasyVista change management module in August 2007 and is now using this for all computer purchasing.

Joy Jerram continues, "By working with FAST and using the EasyVista tool this has helped us to become compliant and it will help us to remain compliant. We find managing our assets is much easier because we now understand what we are looking for and we are able to work out any discrepancies in our licensing position using EasyVista. In the past we have tended to always buy licences when we install software on new equipment rather than recover the licence from the old computer. Now we can swiftly and easily work out where there are deficits or over purchasing."

Getting the rubber stamp

Today, Leonard Cheshire Disability is ready to call-in its FAST Account Manager to undertake the FAST Gap Analysis. This key element of the FAST programme assesses the organisations software compliance status against the FAST Standard and its readiness to achieve the first stage of the Gold Award. As part of the process the FAST Advisor will conduct a review of the software that Leonard Cheshire Disability has installed against the software it has the 'right to use', providing the organisation with a clear picture, helping to address any over or under-licensing issues.

Joy Jerram concludes, "FAST has given us the structure and helped us to understand what we need to do. FAST has then worked closely with us to ensure that we follow through, keeping us on track with the programme, which has given us enormous confidence that we are doing the right things. Our next goal is to ensure that we achieve Platinum!"

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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