



Software Asset Management

Case study

Galaxy Surfactants uses Software Asset Management to Lower IT Administration Costs & Increase Efficiency

“By adopting a robust SAM plan and a SAM tool, (SAMLite 3.0) we have been able to reduce the time spent by our administrators on calls to a great extent, thereby improving productivity and employee satisfaction.”

Yogesh Kalra

Senior Manager – Finance, Accounts & Systems
Galaxy Surfactants

Galaxy Surfactants (Galaxy), India’s largest manufacturer of Surfactants & Specialty Chemicals used in personal care products, detergents and cleaners has grown from Rs 25 crore in early 1990s to Rs 150 crore in 2003. To manage this phenomenal growth, the company revamped its IT infrastructure, upgrading computers, laptops, messaging infrastructure and applications. It now required a solution to manage its state-of-the-art infrastructure and reduce the administration costs.

Given the inherent complexities of managing IT assets over multiple locations, it was decided to adopt a Software Asset Management (SAM) plan, which would manage the IT assets at Galaxy, deploy an automated audit tool and ensure that its internal corporate governance policies were met.

By implementing SAMLite, a SAM tool by ISA Technologies, Malaysia, and standardization on the Microsoft platform, the company has been able to reduce its system administration costs amongst other benefits.



CUSTOMER PROFILE	BUSINESS SITUATION	SOLUTION	BENEFITS
Set up in 1980, in the town of Tarapur, Galaxy Surfactants has grown to Rs 150 crore in revenues in 2003. It manufactures surfactants & specialty chemicals for personal care & home care segments across the globe.	Having deployed a large IT infrastructure over the past few years, the company was looking for a solution that would help it lower its IT administrative costs and at the same time improve the quality of service to its people. Apart from that, Galaxy also realized that it needed a solution to better manage its software and hardware assets.	Galaxy decided to implement a comprehensive Software Asset Management Strategy. To help it deploy this strategy, the company used a SAM tool by ISA Technologies called SAMLite.	<ul style="list-style-type: none"> ▪ Reduced administrative costs. ▪ Improved productivity of the IT administration staff ▪ Save Money ▪ Increased security

“By implementing SAMLite, we get a proactive view of all software applications deployed in our network enabling us to have a complete control over our IT assets.”

Yogesh Kalra

Senior Manager – Finance, Accounts & Systems
Galaxy Surfactants

Situation

From cosmetics to cleaners, Surfactants & Specialty Chemicals from Galaxy Surfactants can be found in most familiar household, personal care products available in India. They are star suppliers & preferred supplies to Unilever and Colgate Palmolive.

Set up in 1980, in the town of Tarapur, 100 km from Mumbai, the company has grown to Rs 150 crore in revenues in 2003. It has regional sales offices at New Delhi and Chennai. The company also has Depots, located at Silvassa, Daman and Pondicherry. Galaxy also has a representative office in Bangkok, Thailand and in New Jersey, USA.

In 2002, the company decided to revamp its technology infrastructure to meet the growing demands of the business. It standardized on the Microsoft Windows Server System.

After completing this transition, the company realized that the IT infrastructure had grown to substantial size with over 150 desktops, connected across the country. To better manage its resources and improve productivity of its systems administration staff, the company decided to implement a comprehensive Software Asset Management Strategy.

Solution

Galaxy’s IT infrastructure involves 7 Windows 2000 Servers and 150 desktops spread over 5 factories, depots and head-office. The company is currently using Microsoft Windows XP on its desktop computers along with Microsoft Office 2003/XP, and uses Exchange 2000 as its messaging platform.

SAMLite 3.0 has been deployed in the headquarters as well as the regional offices

for approximately 150 users across the country.

Benefits

Increased Productivity

“As part of our SAM Solution, we standardized all software applications that are deployed across the network. By standardizing software versions, file sharing issues are reduced and communication is easier. Users can work together seamlessly which leads to increased productivity,” says Uday Kamat, Director – Finance.

Save Money

SAMLite gives Galaxy a complete inventory of its IT assets (hardware and software), providing information on what licences have been already acquired so that the company acquires only those software and licences that are needed. “We know exactly how many licences we have for each software title, so that instead of acquiring more, we can redeploy software from department to department,” explains Yogesh Kalra, Senior Manager – Finance, Accounts & Systems .

Software Asset Management encourages centralized licensing process, thereby enabling Galaxy to take advantage of volume discounts of licensing

Increased Security

By gathering patch information from all the computers on the Galaxy network, SAMLite identifies vulnerabilities and quickly deploys patches with accuracy and control. “As this happens on each desktop and laptop in the background, the employee does not lose valuable time. Additionally, our IT staff does not need to worry about patch updates and has all the current status available online,” comments Yogesh Kalra, Senior Manager – Finance, Accounts & Systems .

By engaging in software asset management you can streamline processes, reduce costs, and enhance reliability and security. While software inventory and tracking are integral parts of SAM, so are the policies, procedures, technologies, procurement, delivery, deployment, and support of a company's software assets.

For more information about Software Asset Management, please go to:
<http://www.microsoft.com/sam/>

Software and Services

Microsoft® Windows® 2000
Microsoft Office XP/2003
Microsoft Windows Server
System™

- Windows Server™ 2000
- Exchange Server 2000

SAM Tool

SAMLite 3.0 (ISA Technologies)

Hardware

- IBM x205, x225 Servers
- Pentium IV Desktops

SAM Service Provider

Magnanimous Systems Private
Limited

For More Information

For more information about Microsoft products and services, call the Microsoft Sales Information Center at 1600-111-100. To access information using the World Wide Web, go to:
<http://www.microsoft.com/india/>

For more information about Galaxy Surfactants products and services, call [91-22-2761666/91-22-55904444] or visit the Web site at:
<http://www.galaxysurfactants.com>

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