



# International Bank Saves \$3 Million on Enterprise Agreement

**Company:** International Bank, \$5 billion revenue, branches in 20 countries

**Hardware:** 15,000 desktops, 1,200 servers

**The Result:** Saved \$3 million

“Emerset helped us to better understand the complexity of the Enterprise Agreement and our various licensing issues. The benefits of having Emerset on our team were increased productivity and clarity, and, in addition, their efforts helped us to save costs and minimize exposure to mistakes. We will certainly work with them again on our renewal.”

## THE COMPANY

Leading international bank with over 260 branches located in 20 countries throughout the Middle East, Europe, and North America. The corporation includes five fully-owned subsidiaries.

## MICROSOFT PRODUCTS INVOLVED

- Office Professional®
- Windows O.S®
- Enterprise Cal
- RDS Cal (Terminal Server)
- Exchange servers
- Windows® servers
- System Center®
- SQL Server® CALs + Server configuration
- Project server + CALs (EPM – Enterprise Project Management)

## PROCESS

The company had decided to migrate from a Select Agreement to an Enterprise Agreement. After receiving an initial price quote from Microsoft® for an Enterprise Agreement covering the entire organization with one user profile for all devices, the client approached Emerset.

Emerset implemented a shortened form of its Clear Licensing® Methodology, and immediately got to work analyzing Microsoft’s proposal, as well as an alternative Select Agreement, so the company would have a valid option that could serve as a potential leverage in the negotiation process. Emerset’s proprietary process brought to light the fact that the company had three different user types (headquarters employees, branch employees and self-service kiosks) each of which has specific needs and required a different software profile. The company was able to use this to significantly reduce the cost of their overall agreement, and better service their users. It was also crucial that Microsoft meet the client’s requirement for 24/7 critical support and assistance in the planning of upgrades, migrations, and new projects.

Special consideration was given to the fact that, as an international company, the agreement needed to cover multiple geographical regions, which can impact legal and licensing issues. In addition, Emerset counseled that the agreement be signed and managed from a central location to create additional cost savings and achieve standardization across the company.

Using its proprietary benchmarking data of companies of a similar size in the same business sector, Emerset verified that the overall terms & conditions of the agreement were in line with Microsoft's<sup>®</sup> business practices.

Once more favorable terms were achieved based on Emerset's analysis and recommendations, Emerset crosschecked the final agreement to ensure that all of the verbally agreed points made their way into the written agreement. An additional confirmation process was conducted 10 days after the agreement signing, to verify that all licensing details had been updated correctly on Microsoft's<sup>®</sup> Volume Licensing Site (MVLS), including the Software Assurance Benefits.

**Bottom Line Savings: \$3 Million**

Emerset's Clear Licensing<sup>®</sup> Methodology has been developed through over a decade of practical experience gained from the planning, negotiation, and implementation of software contracts by leading licensing experts in the IT market. It has helped to conclude hundreds of successful agreements and has created a vast repository of benchmark data to provide clients with accurate comparable data to help achieve an optimal agreement.