



Discovery Case Study

CENTENNIAL DISCOVERY® HELPS REPORT
THE FACTS ON SOFTWARE USE AT FIVE

- **Business Driver:**
Software license management,
FAST accreditation
- **Industry Sector:**
Commercial, television
broadcaster
- **Network type:**
400 seats, 2 sites
- **Why Centennial Discovery:**
Breadth of functionality, ease of
deployment, expert partner
- **Business benefits:**
Greater visibility of assets,
reduced risk of subsequent
compliance audit

When UK television broadcaster, Five, embarked on FAST's software compliance scheme, the IT team knew that the key to bringing the project in on time and on budget was finding an automated discovery tool to help them build an accurate picture of the software in use across the business.

Using Centennial Discovery, Five was not only able to complete the FAST Audit Certification, but also maintain a vigilant watch over the network to guard against the future introduction of any unwanted or unauthorized software.

Overview

Five, the newest of the UK terrestrial television channels relies on an advanced 24/7 IT operation, based at its London headquarters, to support the production and broadcast of a diverse schedule of news and entertainment to the nation.

To ensure that operations run as smoothly as possible, Five has invested heavily in processes and the IT function is closely aligned with other business units such as Internal Audit. It was this awareness of the need for best practices that led the head of IT at Five, Ken Davis, to decide that the organization should become FAST-compliant and start pro-actively managing the organization's software licensing.

According to Davis: "Good corporate governance is important to a company such as Five which is in the public eye and needs to lead by example. In turn, IT governance centers around having effective processes in place, accountability, and the tools to ensure that policies and procedures are being adhered to."

It didn't take long for Davis and his team to realize that key to completing the project as quickly as possible, and with the least disruption to the business, was to find an automated discovery tool that would help Five find and audit all software installed across the organization's four sites. The alternative, a physical walkround audit, would have simply been too slow and costly, and would have most likely been out of date before it was even completed.



Discovery

Five undertook a comprehensive review of the discovery tools listed as approved by FAST and selected three solutions, including Centennial Discovery, for evaluation.

Assistance for the evaluation was provided by IT asset management specialists and Centennial solution provider, AMS. The network discovery and asset management solution from Centennial Software automatically audits all network-attached hardware (including PCs, servers, network printers and even switches) and software in use across the business.

"Even just using the evaluation version of the software, it was quickly apparent that Centennial Discovery was a highly capable solution which matched our needs well," said Davis. "In addition to its ability to find everything on the network, one of the features we found especially useful was its extensive reporting capabilities."

Five decided to outsource the analysis of audit data provided by Centennial Discovery to one of FAST's own consultants: "It was a time management issue," said Julia Collingburn, IT Services Delivery Manager. "The IT team at Five, as in most companies that run 24/7, just doesn't have a lot to spare. I decided that working with a professional who has experience of using audit tools on a regular basis would be a better solution for us and the consultant

really did reduce the pain of certification. He was onsite for two weeks; whereas I'm sure it would have taken me a lot longer, considering all the other day-to-day tasks I have to focus on."

The consultant from FAST helped examine the software found by Centennial Discovery and reconcile the number of applications in use against the physical licenses held by Five. He also helped investigate some isolated examples of unrecognized .exe files - which predominantly turned out to be games and screensavers, many of which had been downloaded by staff before the new procedures were introduced - and advised on what should be done with them.

Taking control

Collingburn continued: "Centennial Discovery is great - not only do we now have a complete picture of the network and all the software we use, but by alerting the IT team to any potential problems, it has also helped return control of the network to us. It means that maintaining software compliance will become more straightforward in the future.

"Having undertaken the FAST program, we worry less about license compliance, as I know any purchases are controlled through policy and procedure."

Following analysis of the audit data, Five undertook the reconciliation of licenses

versus software used. Collingburn continued: "We discovered the use of shareware and some software which hadn't gone through the normal channels of purchase. I'm happy to say that either through deletion of non-essential software or additional license acquisitions we are now software compliant."

Collingburn added: "Thanks to a combination of the FAST program, AMS and Centennial Discovery, we are now able to audit the software we're using, where the licenses are and when they run out. Overall it gives that extra control to make the lives of the IT team that bit easier."

Offsetting the investment

Davis concluded: "Cost-saving wasn't the driving factor of the project but I think it's fair to say that Centennial Discovery helped us identify instances where we were paying for more software than we really needed, so we were able to reduce costs in this area.

"An automated IT asset and software discovery solution was essential to our FAST project and Centennial Discovery has played an important part in helping Five meet our goal of best practice IT management. What we've achieved with it would have been virtually impossible to do manually."

network discovery & management

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