Creating Transparency, Reducing Costs: SAP License Management at Thüga SmartService GmbH

Cost control

Avoiding unnecessary licenses

Transparency

Always current license inventory overview

Compliance

All legal requirements are met

Customer

 Thüga SmartService GmbH

Industry

IT service provider

SoftwareOne Services

SAP Licensing Advisory Services

Country

Germany

Thüga SmartService GmbH supports municipal energy and water suppliers throughout Germany with flexible software solutions and services that enable their digital transformation. The offering includes remote meter reading, energy data management, energy efficiency solutions, and telecommunications services.

To boost SAP license management efficiency and transparency across the company, Thüga SmartService GmbH leveraged SoftwareOne's expertise. The collaboration established a structured approach to optimize license usage, ensure compliance, and enable smarter planning. By blending its internal know-how with SoftwareOne's experience, the company designed a future-proof license management system that significantly eases day-to-day operations.

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Not Losing Track

Thüga SmartService GmbH wanted improved transparency into its existing and used SAP licenses. The objective was to achieve overall visibility and avoid inefficient use, additional costs, and planning uncertainties in complex system landscapes.
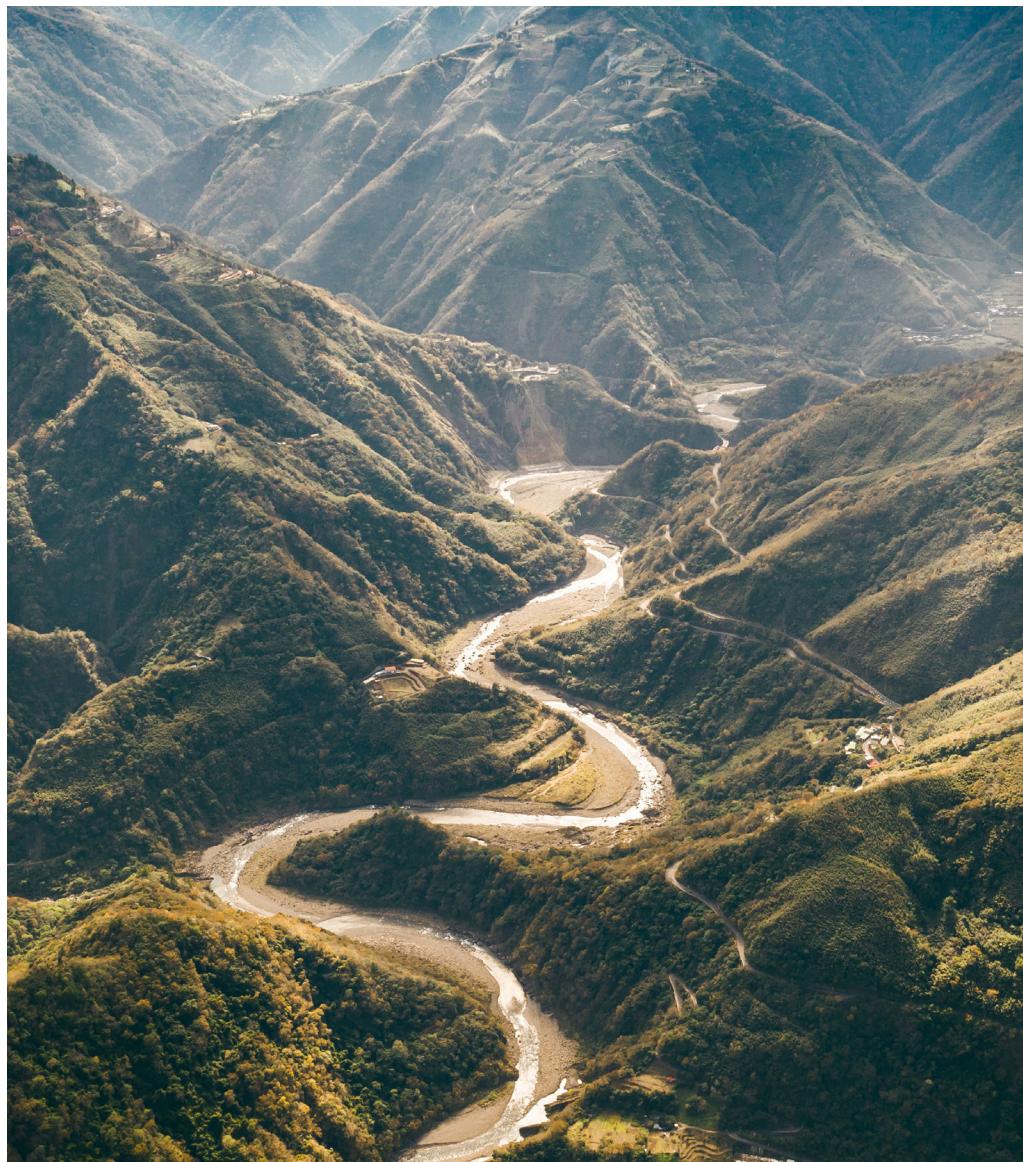
For this purpose, the company opted for a systematic, data-driven approach to optimize SAP license management, minimize risks, and sustainably increase efficiency.

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Until now, SAP product license management was not explicitly staffed, which could lead to financial, legal, and operational problems. Of course, we wanted to avoid that and sought professional support.

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Christian Heller, Member of the Management Board at Thüga SmartService GmbH

Optimizing SAP Licensing

a business-critical foundation and must therefore be closely monitored. Thüga SmartService GmbH chose the license experts from SoftwareOne. Calling upon its many years of experience, SoftwareOne helped implement the service in several phases to achieve the desired transparency and compliance in SAP license management:

- Kickoff and Data Collection
  - › Gathering all relevant contract documents and usage data.

- Data Validation
  - › Checking data for completeness and accuracy

- Contract Analysis
  - › Creating an overview of software licenses, special usage rights, obligations, and possible risks
  - › Analyzing software inventory data, configurations, installation and usage information, as well as hardware and non-SAP data.
  - › Ensuring correct SAP system setup for measurement and usage transactions.
  - › Reviewing user classifications, consolidating multiple IDs, and analyzing actual usage with SAP tools.

- Usage Analysis
  - › Creating a complete overview of the actual use and deployment of SAP systems.
  - › Validating data from SAP measurement tools and determining the need for additional SAP products.

- Indirect Access Analysis
  - › Identifying third-party interfaces and assessing license requirements, including checking the SAP "Digital Access" model.

- Software License Reconciliation (SLR)
  - › Comparing license inventory and actual usage.
  - › Drafting the SLR report, including discussion and inclusion of customer feedback
  - › Determining the compliance situation, identifying gaps, and possible remediation measures.

The Solution

- **Remediation & Optimization**
  - › Preparing the final report with recommendations to optimize licensing.
  - › Suggestions for handling unused software and more efficient use of existing investments.
  - › Advice on adjustments in user management or modules to optimize measurement logic.

- **Additional Services**
  - › Support during audits and advice during contract negotiations with SAP.

Thanks to the trusting, efficient collaboration, transparency regarding the SAP license situation increased significantly. Thüga SmartService GmbH now has a clear overview of which applications are actually used and where there is potential for optimization. With the data obtained, the company can plan license requirements and budgets more precisely and manage its resources more effectively.

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SoftwareOne has helped us substantially and led to a better understanding of license management. We are very satisfied with the collaboration that has been characterized by professional expertise and patience in explaining the connections to us.

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Sabine Seidel, Head of Procurement at Thüga SmartService GmbH

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The Result

Efficient License Management Thanks to SoftwareOne

Thanks to the SoftwareOne SAP Licensing Advisory Services, Thüga SmartService GmbH benefits from multiple added values:

- **Cost Control:** Mastering effective license management enables companies to optimize their software licenses and thus avoid unnecessary expenses for unused or redundant licenses.

- **Budget Planning:** More accurate knowledge of the software used and license requirements makes IT budget planning and control easier.

- **Compliance:** Companies can ensure that they meet all regulatory requirements and internal guidelines.

- **Resource Optimization:** Companies can ensure that they meet all regulatory requirements and internal guidelines.

- **Automation and Standardization:** Efficient license management enables automated license provisioning and removal, relieving the IT department and improving response times.

- **Reduction of Security Risks:** Unlicensed or outdated software can pose security vulnerabilities. License management helps minimize these risks.

- **Transparency and Control:** A clear picture of the software inventory helps with the management and procurement of new licenses.

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