

Case Study

Professional License Management Pays off

Türk Telekom reduces software spend and boosts efficiency



At a glance

Company

Türk Telekom
www.turktelekom.com.tr/en

Industry

Telecommunication

Key figures

38,798 employees (as of 06/30/2022), 53 million subscribers (as of 09/30/2022)

USU solution

USU Software Asset Management

Challenge

After merger activities occurred due to the integration of three group companies (fixed network, mobile communications, and broadband internet) in 2016, Türk Telekom faced the need for better IT clarity. The customer was therefore looking for a solution that would help the group to obtain a complete overview of all software licenses and manage them efficiently. The Türk Telekom IT team identified a demand to optimize and standardize its diverse software asset portfolio and needed to prepare for software audits from key vendors like Oracle, Microsoft, and SAP, otherwise the company feared high additional license payments or additional fees.

“ Once the SAM system was fully set up in 2020, we quickly saw significant improvements in our processes that prepared us for successful software audits defenses. Thanks to the automated processes, we were able to execute regular budget control and compliance reports with just a few clicks – tasks that required huge resources and manual work in the past.

Alaattin Çetin, Technology Governance Group Manager
at Türk Telekom



Solution

Türk Telekom chose USU as the SAM tool provider, given their long-time expertise, it implemented USU's License Management and USU's Discovery tools. The project was designed for more than 20,000 clients and approximately 12,000 servers. Over 1,600 software license records from approximately 140 vendors had to be inventoried and cataloged. Additionally, the contractual and actual usage had to be compared against one another to ensure optimal economic use of the software.

The USU Discovery tool was used for the detailed collection of hardware and software data. Due to the flexible and automated inventory methods, the highest data quality and accuracy could be achieved across the entire decentralized IT infrastructure in the shortest possible time. The first result of the project was the definitive completion of the inventory data by a factor of 2.5.

Within a short time, USU's License Management subsequently helped to successfully optimize licenses through enhanced product lifecycle management of the 5 major vendors, such as SAP, Microsoft, Micro Focus, IBM, and Oracle. So far, the complex license data was managed with Excel. Thanks to the high degree of automation through the introduction of tool-supported processes, implementing the Technology Asset Inventory solution can leave making manual spreadsheets a thing of the past.

Result

After integrating USU's award-winning Software Asset Management (SAM) solution in 2020, Turkey's leading telecommunication operator has been able to reap the rewards of the IT asset management tools and services delivered by USU and MOS Academy, a regional USU business partner. Within 3 years, more than 10 times the cost of the entire SAM project was saved. Today, only 6 working days are needed for 3 audit requests instead of more than 100 as before.

By using USU's Discovery tool, the process of collecting the database inventory could be fully automated, which previously would have normally taken at least 30 manual days. As a result, 93% of the databases could be optimized, raising the value from 5% before the SAM solution was implemented. High data quality fueled the USU License Management engine and enabled Türk Telekom to achieve significant cost savings. A glance at the cost advantages alone shows that professional license management pays off for Türk Telekom: Within 3 years, more than 10 times the cost of the entire SAM project was saved. Today, only 6 working days are needed for 3 audit requests instead of more than 100 as before.

In the year of 2020, Türk Telekom received the international SAMS Europe Award for outstanding project results due to their use of USU's SAM solution. In 2022, the company received the ITAM Review Excellence Award for outstanding software asset management in the category "ITAM Professional of the Year".