



Northdoor Managed Services: IBM License Metric Tool

Drawing on three decades of experience in complex infrastructure solutions for leading financial services organisations, Northdoor's Managed Services offerings enable our clients to focus more on their core business and less on the underlying technology. For all requirements – from full out-tasking of IT operations, to providing service-desk support for a single technology platform – Northdoor's expert IT services professionals help clients to keep mission-critical systems available and performing optimally at all times.

For all but the largest enterprises, investing in in-house support capabilities for all deployed technologies is likely to be economically unviable – and a distraction from the core business. And in a world where practically every aspect of managing an IT environment has increased in complexity, it may be difficult for smaller organisations to get the best possible value out of their investments in software.

When it comes to IBM software, significant benefits are available to organisations that understand sub-capacity licensing. In a nutshell, this feature enables lower charges for software that uses less than the full processor-core capacity of any given server. For example, if a business has a 16-core server, the default IBM licensing position is to assume that all 16 cores will be used. By this logic, the fee will be based on 16 times the Processor Value Unit (PVU) for the processor in question – IBM maintains a table here: <http://bit.ly/PVUPVU>. However, if the business requires only a two-core virtual machine to run the software, sub-capacity licensing shrinks the fee by a factor of eight in this example.

The cost benefits of sub-capacity licensing are clear to see, but ensuring the correct licensing and maintaining audit readiness can be challenging. For organisations that lack the time or expertise to manage the intricacies of software licensing, Northdoor offers a fully managed service around the IBM License Metric Tool (ILMT) for software discovery and licence reporting. We can help determine the correct licensing levels, understand how service growth will impact licensing, and maintain full compliance at all times with licensing terms and conditions.

Northdoor's managed services are grouped under two brands: **ManageLine** and **ServiceLine**.

ManageLine offers proactive monitoring and full administration covering all aspects of support, assistance and best-practice advice. This helps ensure that the supported systems always remain operational and in optimal condition.

ServiceLine provides an external ITIL-compliant IT service desk that responds to technical queries and service requests for covered systems. Onsite assistance can also be provided to supplement in-house staff, to execute specialist support tasks or as an emergency reaction to an IT incident.

Both ManageLine and ServiceLine are backed by rigorous, client-defined service-level agreements (SLAs) and key performance indicators (KPIs). Northdoor tracks and manages all activity and provides detailed reporting back to clients on a regular basis.

Why Northdoor Managed Services?

With Northdoor Managed Services providing support in maintaining the correct licensing for their IBM software landscapes, companies can increase the effectiveness of software investments and reduce risk. Northdoor provides expert guidance on the optimal approach to software licensing, tunes the licensing structure over time as needs change, and ensures that the IBM terms and conditions are met. In addition to helping clients maintain the correct licensing – neither spending too much nor risking penalties for being under-licensed – the Northdoor service saves time and effort.

For smaller organisations that lack specialist experience in software asset management, performing these tasks is likely to be a distraction for already over-burdened technical staff. By engaging Northdoor to manage software licences as a service, companies can access expert assistance at lower cost and without concerns around holiday and sickness cover.

Whether clients choose Northdoor just to manage their IBM software licensing or to support their entire spectrum of operating systems, databases, cloud systems and web servers, they deal with a single dedicated Service Delivery Manager who provides responsive, jargon-free communication to keep services in line with business objectives. This clarity in management further supports Northdoor's mission to enable clients to dedicate themselves to core business issues, leaving as much of the technology as they wish in the hands of our experts.

Managed Services for IBM License Metric Tool

To help businesses improve cost-efficiency and stay on the right side of the rules, IBM offers the IBM License Metric Tool as its preferred solution for clients to monitor and report on their sub-capacity usage. The tool is available free of charge for IBM software purchased under a Passport Advantage agreement.

Northdoor provides a comprehensive set of services around ILMT, from deploying the tool to managing its ongoing use. We also provide software asset management services for non-IBM software.

The ILMT service offering begins with a comprehensive software discovery and audit exercise. During this review, Northdoor examines what software the organisation is entitled to install, what is currently installed (and how), and whether the correct sub-capacity licensing is in place. Once the initial baseline is set, Northdoor helps organisations to:

- Track IBM PVU-based software inventory on an ongoing basis
- Achieve and maintain compliance with IBM Passport Advantage licensing terms
- Generate ongoing reports to confirm the appropriate number of PVU licence entitlements for each installed product
- Plan and manage the consolidation of diversified workloads to virtualised servers, through PVU-based software inventory reports
- Reduce the risk and expense of license compliance penalties

As additional services, Northdoor can assist with:

- Optimising the number and type of software licences in line with business objectives
- Planning future licensing as applications grow or are migrated to other platforms
- Managing responses to vendor compliance exercises.

Take the next step

To find out more about Northdoor Managed Services, visit <https://www.northdoor.co.uk/solutions/managed-services>

