

The Mosaic Company Gains Asset Visibility with SAManage



THE MOSAIC COMPANY

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Rob Price
Director of IT

BACKGROUND

[The Mosaic Company](#) provides specialized training and consulting services that help clients maximize the results of organizational change, facilitate the adoption of new technology, and optimize overall business performance. For over thirteen years, the company has been aiding some of the most respected names in the utilities, oil and gas, and technology sectors.

CHALLENGES

The IT department at the Mosaic Company is faced with the challenge of supporting numerous consultants spread over multiple locations. With limited visibility to remote assets, projects such as upgrading to a new version of Office, for example, were rather difficult to plan without an up-to-date picture of what was currently installed. Even simple tasks such as keeping track of inventory became extremely time consuming.

“Before I had SAManage, my system consisted of various spreadsheets. Whenever I needed to gather information for an inventory, I would have to send out an email and wait for people to respond. This was not only a hassle because people took a long time to respond, but there were also various risks involved with this manual procedure, such as the reliability of the information I was receiving from the employees,” explains Rob Price, director of IT for the Mosaic Company.

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SOLUTION

Price began his search for a new IT asset management tool, but was frustrated to find that most companies only offered LAN-based service, which were not compatible with Mosaic’s distributed IT environment.

After asking for advice on an online IT forum, Price received a recommendation that pointed him to the SAManage Software-as-a-Service IT Management system. “What really intrigued me about SAManage was its ability to compensate for my lack of asset visibility,” says Price. “SAManage was exactly what I was looking for.”

Getting up and running with SAManage was a quick process. “When questions arose, SAManage’s support system responded in a timely manner with helpful answers that led me in the right direction,” reflects Price.

BENEFITS

Using SAManage has greatly improved visibility into IT inventory. “For example, I can see not only how much memory each computer has installed, but also what slots are open, which is extremely beneficial in planning memory upgrades.”

SAManage also helps Price work more efficiently. “It used to take three or four days to collect the information for software inventories. Now I have all the information I need at my fingertips. That’s a huge time saver.”



SAManage is a leading provider of secure, on-demand IT Management services that helps companies manage their PC and software assets, organize software licenses and IT contracts, and detect risks and license compliance gaps. Delivered as an on-demand service with no software or servers required, SAManage empowers companies of all sizes with capabilities that were previously available only to large companies. SAManage is easily deployed across multiple locations within minutes and provides visibility into complex IT infrastructures, making it easy to automate and simplify the daily tasks associated with establishing IT governance, control, and compliance. For more information visit www.samanage.com or call 1-888-250-8971.