

Software Management Services

Software Management Solutions to Minimize Costs and Maximize Results



If you're like most clients, you need a software partner with a well-defined, mature provisioning process that can fulfill your product orders in a timely, cost-efficient, and accurate fashion. You want a partner who will be accountable, proactive, and capable of providing valuable advice and management services for all your software needs, freeing you to concentrate instead on achieving your business objectives.

CompuCom offers clients end-to-end solutions that include planning, purchasing, deployment and support. We do not sell to consumers. We focus strictly on working with clients that conduct some form of business. What differentiates us is our people. We hire only experienced licensing and technology experts who go the extra mile to help clients save money on their up-front purchases and then utilize the products they purchase to their fullest potential. Eighty-six percent of CompuCom clients have renewed and extended our engagement for more than five years.

Buying Software from CompuCom Is More Than a Transaction. *It's a Solution.*

The more you know about how CompuCom can address your software needs, the clearer it will be that choosing us as your software partner is a "no-brainer." From assessment and acquisition to transition, we provide smart, comprehensive answers that minimize your cost and maximize your productivity throughout the software life cycle.

We focus on helping organizations like yours reduce the cost of procuring and managing software licensing. Our consultative approach takes into consideration your business objectives, technology road map, product refresh cycles, and procurement process in order to understand how to reduce cost and improve efficiency in this area. Here are a few examples of cost-effective programs we have implemented for our customers.

- **Microsoft Enterprise Agreement (EA) 6.0 True-Up Tracking** – CompuCom has developed a customized system for tracking Microsoft EA 6.0-related transactions made throughout a year. Using the tracking data, we then provide a report to you at true-up time that tells you exactly what licenses you need to pay for without the time-consuming task of gathering licensing data yourself.
- **Harvesting Licenses** – Appropriate licenses are recovered when systems are removed from the company. CompuCom assists the client in redeploying these on other systems. Recovered licenses can be either reassigned to a new user/asset or placed in the client's Virtual Inventory.
- **Microsoft Software Assurance (SA) Benefits** – You have a multitude of benefits available to you when you purchase Microsoft SA, however many times benefits aren't activated. Our experts have arranged with many of our clients to assist them in accessing the Microsoft site to activate and utilize these benefits. Benefits such as training vouchers and technical support provide tangible savings. CompuCom also assists clients with the registration of Visual Studio licenses. This ensures that all developers register in a timely manner and reduces the effort on your part.



>>>CompuCom Complete Consultative Support

From assessment through acquisition through transition, CompuCom provides comprehensive answers that minimize your costs and maximize your productivity throughout the software life cycle.

- Multi-Vendor Approach
 - Building Long-Standing Partner Relationships
 - Leverage Clients Existing Investments in Technology
- Partners at Any State of Maturity
 - Initial Software Assessments and Inventories
 - Establishment of Software Policies
 - Documentation of Software Processes
 - License Compliance Management
 - Ongoing Managed Services and Support
- Process, Products and People
 - Back-End and Transactional Resources and Support
 - Depth and Breadth of Products
 - Stringent SLAs and Order Management Processes
 - License Management and Reporting
 - Web-Based Services and Support
- Certified and Experienced Individuals
 - Certified Software Experts
 - SAM Consulting
 - Cost Optimization Review (COR) Methodology



>>>The Most Comprehensive Software Asset Management (SAM) Portfolio of Services in the Industry

A Software Asset Management (SAM) plan can help ensure that your business is supported by appropriate and dependable software. With a solid SAM strategy in place, you'll know exactly what licenses you have and acquire only what you need. At the heart of our SAM Consulting Services lies the CompuCom Cost Optimization Review (COR) Methodology; and SAM and Licensing Center of Excellence (COE). Our experts leverage COR and the COE to ensure that close attention will be paid to limiting costs, meeting compliance issues, implementing asset-tracking procedures, and monitoring agreements.

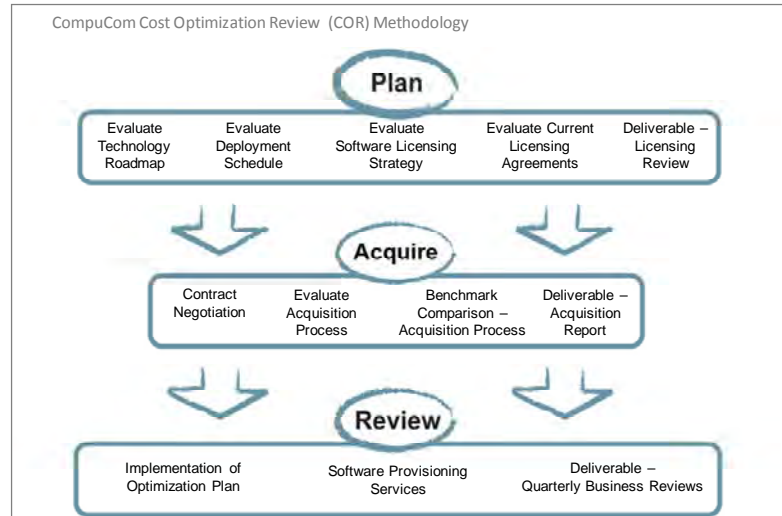
We have a comprehensive suite of software licensing asset management and consulting services. Qualified software experts assist you in planning and making the best software procurement decisions, including choices on methods of license management, purchasing efficiencies, and other decisions that affect all aspects of your enterprise, thereby contributing significantly to your getting the most out of your technology investments.

In addition to licensing services offered in tandem with a software purchase, CompuCom provides several stand-alone consulting offerings that address SAM and cost optimization. Clients can choose from a wide variety of services to address their business objectives. Upon selection of a service, CompuCom will develop a Statement of Work (SOW) detailing the scope and effort of the offering, its specific deliverables, and the estimated labor hours required to deliver the engagement. Engagements conclude with a Findings meeting to present the deliverables and the signature of an acceptance form by the client.

Case Study - CompuCom Helps Clients Justify Investment in New Microsoft Enterprise Agreement

This client's three-year Microsoft Enterprise Agreement (EA) was nearing expiration. The CompuCom account team gathered the client's technology requirements for Microsoft products, upgrade expectations, and growth projections. CompuCom worked closely with the client and Microsoft to validate the data. The software-licensing expert provided the client with an analysis of three options based on a four-year decision horizon. The client could:

- Option 1—Exercise the fourth-year option of the existing Microsoft EA.
- Option 2—Discontinue the EA in favor of a new Select Agreement.
- Option 3—Sign a new Microsoft EA.



Utilizing proprietary models developed by CompuCom as part of our COR Methodology, the analysis indicated that there was little difference in cost to the client between implementing a new EA and the other options, and that the EA offered far more benefits. This was presented to the client's IT management staff and the decision was made to sign a new EA.

>>>Software Asset Management (SAM) Consulting Services

Leveraging the COR Methodology our software team provides several consulting offerings that address SAM and cost optimization. Clients can choose from a wide variety of services to address their business objectives. SAM-based consulting offerings include the following:

- Software Asset Management Strategy Development
- Software Acquisition Process Assessment
- Software Compliance Exposure Assessment

An effective SAM strategy is critical to an organization's ability to effectively manage its IT assets, including critical elements such as budgeting, forecasting, and IT life-cycle management (provisioning, compliance, tracking, help desk support, upgrades, and retirement). During the SAM Strategy Development engagement, software experts assist in the development of a comprehensive SAM strategy through a series of Service Definition Workshops (SDW) and key interviews with individuals from the organization's IT management structure. These may include a CIO, CTO, helpdesk management personnel, an asset management team, and others. Information gathered through the SDW and during interviews is used to evaluate the company's informal or formal licensing strategy against industry best practices.



SAM Services - Software Acquisition Process Assessment



This assessment helps clients improve the efficiency and quality of their software acquisition processes by comparing those procedures to current best practices for like-sized organizations. At the conclusion of the engagement, a findings report is compiled, summarizing the data gathered and relevant findings. This report includes an estimate of potential cost savings and recommendations for improving the acquisition process.

SAM Services - Software Compliance Exposure Assessment

Software publishers generally initiate software audits. In most cases, the publisher sends a letter to the organization asking for an inventory and proof of purchase for specific products. Audits are also initiated by watchdog agencies such as the BSA. No matter how the audit is initiated, the request takes most organizations by surprise and siphons valuable time away from business processes. If you think your organization is at risk of facing a software noncompliance charge, CompuCom can help minimize the resulting disruption to business by providing valuable services. These include the following:

- Reviewing existing licensing agreements and purchasing records
- Presenting a Gap Analysis that will compare owned and installed software
- Providing asset inventory services, tool selection, and tool deployment
- Acting as an advocate for the client in vendor negotiations
- Developing a long-term software management strategy to avoid future compliance issues



Case Study - CompuCom Helps Large Hotel Firm Manage Microsoft Compliance Inquiry



A large international hotel firm faced a significant unexpected licensing payment for the Microsoft software operating systems installed across its 28,000-seat enterprise. The firm needed to take action immediately in order to avoid steep financial compliance penalties. However, the unbudgeted expense of purchasing new licenses would have put unforeseen strains on the organization. The account software expert worked with the client to determine the root cause of the compliance issue by auditing and reviewing several years of purchase history records, including volume license purchases and preinstalled purchased operating systems embedded on desktops and laptops. The CompuCom account management team then worked with the Microsoft Certified Licensing Desk to determine the best course of action and define a cost-effective solution for the client. Their analysis identified applicable terms that brought most of the hotel firm's units within compliance. In the end, it was revealed that 80 percent of the suspect systems actually met Microsoft licensing requirements and only a small population of the client's systems required the purchase of new software licenses. By demonstrating this to Microsoft, the client saved a significant dollar amount.

>>>Microsoft-Related Services and Support

CompuCom has a unique position in the marketplace. We are one of the few national Microsoft ESA (Enterprise Software Advisor) providers that can not only offer clients valuable licensing management services, but can also help them better understand, manage, and deploy Microsoft technologies.

CompuCom Professional Services work closely with Microsoft to deliver best practices and leverage Microsoft tools, methodologies, and programs. Our professional service consultants work with clients to address many of the challenges found in organizations managing and supporting Microsoft technologies. Many times, we find customers feel that:

- Migrations and deployments are costly, complex, and decentralized.
- Installations require “high-touch” involvement of technicians, multiplied by thousands of desktops and devices across the enterprise.
- The TCO of not deploying is very high due to inconsistent software deployment and usage throughout the organization.
- IT work does not stop after initial deployment—desktop maintenance and support require constant attention and resources, and new devices must be added and configured.

A prime example of these concerns in action is the fact that today the many customers who currently own rights to Windows 7 and Office 2010 but have not yet started working on deployment plans, even though they could benefit from the latest version.

Why CompuCom for Microsoft Windows 7?

Moving to Microsoft Windows 7 is not just another operating system migration. It can act as a catalyst to genuinely new and better ways of working. CompuCom has depth in migration skills and experience. Our clients leverage our experience and technical skills to manage complex deployments with minimal impact to their day-to-day business.

CompuCom has been helping clients of all sizes successfully migrate to and deploy new versions of Windows, from NT to Windows 7, for more than 20 years. Here are a few of the reasons why clients across North America are choosing CompuCom to help them Get Started with Windows 7:

- **Configuration and Image Management Expertise** – We have been operating our own configuration and deployment center since 1987, and we are widely recognized as the industry leader for desktop management and configuration.
- **Experience** – We have more than 3.5 million desktops under management within our ITO organization. This provides us with a real-world perspective on the types of challenges organizations face in the desktop management space.
- **Comprehensive Support** – CompuCom supports the entire desktop life cycle, from acquisition to image creation and certification, asset management, delivery and installation, and helpdesk and ongoing desk-side support. This uniquely positions us to help clients reduce complexity and costs.
- **National Delivery Capabilities** – We have more than 300 accredited Microsoft Certified Systems Engineers who hold MCP qualifications in all ranges of Microsoft technologies, including Windows 7, Office, Windows Server, Exchange, SharePoint and many others.
- **MDOP Leadership** – Microsoft Desktop Optimization Pack (MDOP) provides our clients with alternative approaches to dealing with compatibility issues with Windows 7. In 2009, CompuCom was among the three top-performing partners in North America to complete MDOP POCs sponsored by Microsoft.
- **Single Point of Contact** – Many of the important features of Windows 7 require key skills and knowledge in multiple disciplines. These include Windows Server, Security, Networking, Active Directory and Group Policy. CompuCom has mature practices in each of these areas and can work with clients to reduce the number of different vendors involved, thus reducing cost, complexity and the “finger pointing” that can occur in complex multi-partner engagements.
- **In-depth Relationships with Other Manufacturers** – CompuCom helps clients source and integrate products from other technology providers including HP, Citrix and Quest. This makes working with CompuCom seamless and cost effective.



Delivering Value through Microsoft Solutions Frameworks

Windows 7 solutions are just one of the ways CompuCom helps clients get the most out of their Microsoft investments. Whether you are looking to optimize usage of an existing product like MDOP, migrate all of your desktops to the latest version of Office, or roll out a new technology like Microsoft SharePoint Portal, CompuCom can help. No matter what the project, CompuCom experts will help mitigate risk and shorten the project window by applying a standard set of Solution Frameworks. All of our frameworks are based on one of three basic goals, Envision, Plan and Deploy, examples include:

- ◆ **Exchange 2010 Planning** – Assist in business justification and budgeting, analyze current state of messaging and network infrastructure, identify business and technical requirements, and develop overall project plan for design and implementation.
- ◆ **Business Case for Windows or Exchange Migration** – Analysis of critical success factors, business objectives, and key performance indicators to create Business Value Justification mapped to business and technology drivers.
- ◆
- ◆ **Exchange 200x Design** – Design or validate the AD infrastructure, optimize site design and global catalog server placement, and design the Exchange server and services architecture.
- ◆ **Microsoft Server and Virtualization Assessments** – Identify, quantify, and qualify the benefits of your potential migration and consolidation from a business and technology perspective. Discovery, analysis, and conceptual design of Windows 200x and System Center, and consolidated network storage together with a network readiness assessment.



CompuCom Get Started Solutions

Get Started Solutions are designed to help Microsoft clients get the most out of their investments. Clients can leverage DDPS days to offset costs.

- Product Roadmap Presentations
- Current State Assessments
- Software Asset Management Assessments
- Microsoft Visual Studio QA and Test Environment Development
- Desktop, Application and Server Virtualization
- BPOS Assessments
- Get-Started Jump Starts
 - Windows 7 Planning
 - MDOP
 - Application Compatibility (ACF POC)
 - System Center - SCCM



Partner

CompuCom Center of Excellence (COE)

Put the Experience of Thousands of Consultants to Work for You

The CompuCom Center of Excellence compiles the organization's best practices across the organization and provides our clients and service associates with a focus on optimizing and sharing processes and best practices across our project base. This shared knowledge can facilitate potential cost savings and continuously improved service quality.

CompuCom operates several Centers of Excellence that include the following:

- Configuration Center
- Application Packaging Center
- Software Asset Management and Licensing Center

>>>Account Management Framework –Transition Services

After an organization decides to select CompuCom as their software provider, CompuCom will execute an account transition process. This process allows CompuCom to become an integrated part of your software environment, detail service schedules, develop a rapport with your staff, improve communication lines, and begin applying appropriate tools and staffing strategies.

After an initial ninety-day period, CompuCom will commit to established service levels. At that point, CompuCom will begin reporting on service level and compliance and will develop efficiency reviews to improve upon the level of service provided to you on a monthly basis.

Transition sequence steps normally involve the following:



1. A service definition workshop will be conducted with you to explain processes and set goals. This workshop should address timelines, expectations, resource needs, and gathering of information.
2. You provide software purchase history from previous vendor(s), including purchases made through us. This aggregate of information will be used for analysis of past acquisition habits and review of contract compliance.
3. You provide a detailed listing of licensing contracts. This information is critical for ongoing success and analysis for cost-saving opportunities. We can also assist in obtaining publisher contract data directly from each publisher for comparison.
4. You complete paperwork to change resellers for existing licensing contracts. We can assist in providing publisher forms necessary to change various publisher contracts. Some publishers have strict processing requirements, which may prohibit the acquisition process without proper “change of reseller” paperwork.
5. You include us in any new licensing contract negotiations. You may define our role in this process. We either can act as an advisor, independent of publisher’s recommendations, or can negotiate on your behalf, working directly with a specific publisher.
6. We will complete internal operational requirements and profiles for your specific software acquisition needs. The Operation Team will set up required SKUs, engage new vendors if needed, negotiate better pricing, test system infrastructure, setup an e-commerce site, and redirect needed resources.
7. We will develop and write an operations profile for internal use, creating a central repository for process documentation and your specific acquisition needs. This guide ensures the consistency and thorough documentation needed to support you.
8. All personnel affecting the client relationship will be trained on specific software license programs, special operational processes, and your specific software acquisition needs. Access to the operations profile will ensure consistent best practice utilization.
9. The Account Service Executive will continually review all aspects of the account acquisition process, ensuring process compliance and client satisfaction. He or she will also review all process changes and communicate those changes to the necessary personnel.



10. The Account Service Executive will communicate the operational “status” to you at regularly scheduled intervals and summarize these during quarterly business reviews.

>>>Provisioning Management – People, Processes, and Resources

CompuCom has established itself as one of the largest resellers of technology products in the United States. We have done this by making a commitment to proven, industry-certified processes; continuously investing in high-quality order-processing systems; and recruiting employees who are committed to our core values.

CompuCom’s approach sets us apart. We look well beyond the simple procurement of a license. Our acquisition process combines the efficiency of a Web-based procurement tool with the personalization of a local account management team and centralized account support. Our extensive vendor relationships and buying power ensure a maximum return to your bottom line. Our order management methodologies are tested and proven efficient. Our SLAs are designed to exceed your expectations.

We then actively track and report on your selected software license agreements. As part of this license management service, we monitor license compliance to ensure that commitment levels negotiated with software publishers are met. Add the value of our comprehensive services and sophisticated reporting capabilities and you’ve found the smart partner you’re looking for!

We understand that large corporate software clients may require additional services beyond those typically provided. For clients requiring a higher level of service we offer additional support. Services include personalized management of purchasing requirements, software vendor relationship management, customized software acquisition reporting, dedicated account management personnel, and a detailed operations guide.



Streamlined Account Management Support Provides Premium Service

Your inside account team manages product fulfillment and serves as the focal point for all of your quotes, and order-processing your inside team works with your local account management team to ensure your business is managed in a seamless and consistent manner .

Complementing the inside team are several specialty groups that offer a wide range of support functions, including the following:

- Presale audits of purchase orders for order placement accuracy and order entry
- Order management to proactively ensure that requested time frames are met
- Forecasting development with clients and communication with vendors to prioritize orders
- Product research, including product compatibility and technical information
- Sourcing and drop-ship requests
- New credit applications and review/update of credit limits
- Verification of version and configuration accuracy prior to processing an order
- Credit and rebill requests
- Report requests for clients

The Operations Group concentrates on the activities important to ensuring order accuracy and delivery of products within your stated service levels. This assistance enables sales support representatives to focus on providing you the highest level of personal support.



>>>CompuCom’s Client Portal—The Perfect Solution for Online Ordering and Support

The CompuCom Client Portal gives you access to real-time information, price quotes, order status, and allows you to create bundles, generate reports, and add a host of other value-added options. The portal can be customized to meet your unique needs.

The CompuCom Client Portal provides clients with convenient online ordering and product management. Once your personalized Web site has been established, your staff will have online access to secure transactional tools that provide in-depth product availability, pricing, ordering, and tracking information. The CompuCom Client Portal can also be integrated with systems like Ariba or Commerce One to give an organization a complete, one-stop procurement solution.

CompuCom’s Client Portal offers by far the most efficient method of obtaining up-to-date pricing and ordering. This Web site offers both product and service links and many forms of order tracking and status reporting. Product specifications are written in standardized CNet language and can be bundled to fit your needs. Pricing is automatically updated.

Purchases can be added to a shopping cart to create quotes and orders. To streamline the internal approval process, the order is e-mailed to a purchasing agent or approval chain for budget approval or is sent directly to CompuCom, depending on Your requirements. Once an order is received, the client’s sales support manager e-mails confirmation of order receipt. This option minimizes paperwork and simplifies the procurement process.

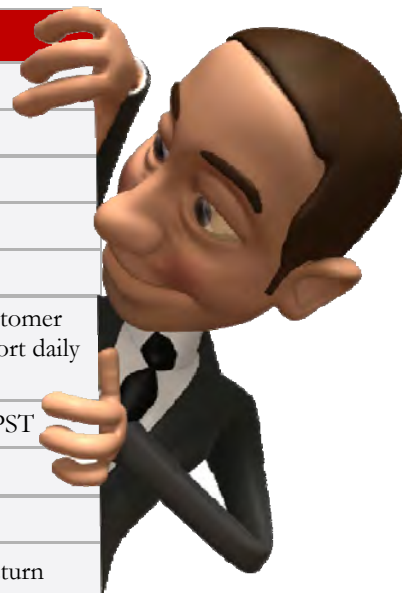
>>>Call Processes, Automated Call Monitoring, and SLAs

Clients have the ability to communicate with their inside team thru a client-specific toll-free number or through the Web interface. Aspect Call Center, a brand of high-capacity automated call distribution systems, handles all telephone transactions and is equipped to handle up to 1 million telephone transactions daily. These systems provide call routing to call center analysts, database storage, voice processing, sophisticated reporting, and fully redundant systems. Dual redundancy helps ensure information accuracy and continuity despite losses of power or an individual part, such as a switch, a processor, a controller board, system software, or a database.

The automated call system distributes, tracks, and monitors calls and provides metrics data used to supply you with accurate, up-to-date reports of service-level compliance. Some examples of call metrics tracked include abandonment rates, average speed to answer (ASA), and average handle time. This data is used to manage quality processes and provide for continuous improvement through feedback, training, and incentives for excellent performance.

Non-contractual Standard Service Levels

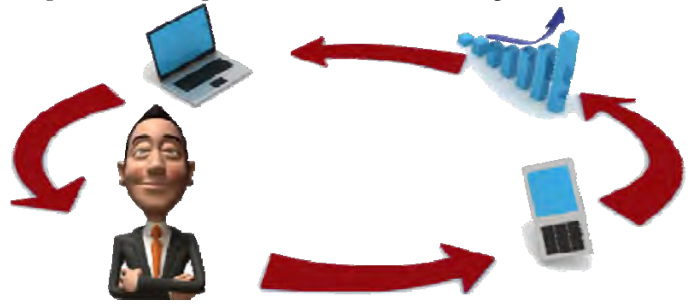
Description	Response time
Telephone (voice mail)	Four hours
E-mail	Four hours
Quote request (standard product)	Four hours
Quote request (standard product)	Six hours
Quote request (nonstandard product)	Six hours
Notification for back-ordered products	Back-order reports designed to customer needs – team runs and reviews report daily with customer.
Orders entered (standard product)	Same day if received by 3:00 p.m. PST
Order confirmations	Automated per customer request
Report generation request	Forty-eight business hours
RMA (returned merchandise team)	One week to cancel, two days to return



>>>License Life-Cycle Management Offerings

Certified Software Experts provide software life-cycle management consulting based on your unique requirements. The outcome of the meeting is a proposal addressing unique requirements of the engagement. Individual life-cycle offerings include software inventory support, license management, policies and procedural management, training, and maintenance. Your expert will:

- Act as an local advocate and liaison with software publishers
- Act as the go-to software compliance expert
- Assist with license agreement negotiations
- Provide answers to licensing contract questions, new vendor relations, etc.
- Coordinate and provide reports and other special requirements
- Participate in and develop software review sessions with the client
- Provide cost-reducing recommendations for software procurement and ongoing volume-licensing agreement optimization



We also have a team of publisher specific product and licensing specialist that provide volume-licensing support to all clients. The Software Product Specialist Team is staffed with publisher-trained subject-matter experts in leading volume-licensing programs available in the marketplace. Publishers supported by our Licensing Desk include Microsoft, Adobe, Symantec, Citrix, Novell, McAfee, Red Hat and RIM(Blackberry), just to name a few. These Product Specialists work from our Dallas headquarters location and are available daily for consulting and guidance to our clients. CompuCom encourages our clients to utilize the Product Specialist team as a resource for everything from contract specifics to product and program information.

In addition to the Licensing Desk, we maintain a Software Solutions Group. This team of licensing experts is available to support field and inside sales associates. They provide answers and insight to more difficult questions posed by clients and internally at CompuCom. They are available by conference call as arranged by your local account team.

CompuCom can also provide access to corporate publisher representatives, who can provide technical support, training, and software triage as traditional help desk offerings that can be contracted or billed as per-incident events. Pricing is available upon request. CompuCom assists its clients in obtaining evaluation software from the publishers as requested.

>>>ISO 9001 Certification

High-quality performance can only be achieved through a strong emphasis on quality and continuous improvement. CompuCom has participated in International Organization for Standardization (ISO) quality initiatives since 1994 and has maintained ongoing certifications, including ISO 9001 and 9002. As of September 2002, CompuCom upgraded its certification from ISO 9001 levels to the newer, stricter ISO 9001:2000 family of standards. This makes CompuCom one of a truly elite group of companies (less than 8 percent of all companies nationwide) that have confirmed their commitment to the new, more stringent 9001:2000 standards.

CompuCom earned ISO 9001 certification for the best practice processes and controls used within the Software Management organization as well as for the processes and disciplines used in our IT configuration and installation organizations. As part of CompuCom's ISO-certified provisioning process, each license order placed is closely reviewed to verify accuracy and ensure proper pricing and level. Each contract specialist uses a licensing contract management database to verify that every software license order contains only authorized products and is priced at the correct level. This ensures the highest possible accuracy for all software license orders. CompuCom is proud to maintain a 99.97 percent accuracy rate in licensing contract orders.

CompuCom is a proud member of the SIIA (formerly SPA), the principal trade association for the software and digital content industry. The SIIA's litigation and audit activities typically involve comparing software use within an organization, as determined through the physical inventory of hard drives, servers, floppy disks, and other magnetic media within that organization's record of software licenses. Those reports must satisfy the SIIA's stringent recordkeeping activities.

As an authorized member of the SIIA, CompuCom has met SIIA recordkeeping requirements, demonstrating that its purchase activity summaries provide an effective means of tracking and proving appropriate levels of software licensing in the event of a SIIA action. For more information about the SIIA, visit www.sii.com.

>>>Reporting and Compliance Tracking

CompuCom provides detailed reporting capabilities online through CompuCom's Data Warehouse. Your account information is captured in a Data Mart, where it is available to your IT staff members twenty-four hours a day, seven days a week. Account history information can be downloaded and imported into the application program of your choice, allowing strategic decision-making and trend identification.

We have been helping clients manage their software for over ten years. Building on this experience, we have created an extensive library of monthly, quarterly, and annual management reports.

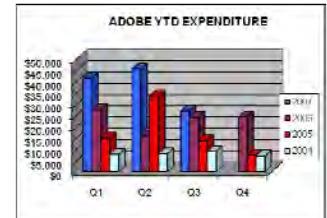
We also have dedicated reporting specialists that are available to work with your account management team to develop any customized reports your organization may need.

Standard available reports include the following:

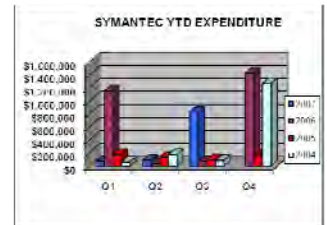
- Sales history reports—monthly, quarterly, and annual
- Quarterly business review reports
- Product summary reports—publisher and part number
- Vendor summary reports
- Microsoft EA tracking SKU usage
- Microsoft SA contract analysis
- Symantec, Adobe, VMware and Citrix contract analysis

Reporting Tools— Quarterly Expenditure Tracking

	Q1	Q2	Q3	Q4	TOTAL
2008	\$41,618.93	\$45,679.28	\$26,993.08		\$114,291.29
2007	\$27,592.11	\$15,661.71	\$24,229.98	\$24,347.81	\$91,831.61
2006	\$14,924.01	\$33,637.70	\$13,855.58	\$7,330.27	\$69,747.56
2005	\$7,748.65	\$7,981.99	\$9,035.23	\$7,053.44	\$31,819.31



	Q1	Q2	Q3	Q4	TOTAL
2008	\$72,442.90	\$88,967.89	\$831,085.67		\$992,496.46
2007	\$1,154,134.55	\$30,801.11	\$71,325.74	\$1,424,849.21	\$2,681,110.61
2006	\$176,616.35	\$138,210.06	\$95,931.95	\$165,262.40	\$576,020.76
2005	\$64,620.80	\$176,956.26	\$86,248.37	\$1,267,400.59	\$1,595,226.02



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License-Tracking SKUs

When negotiating a new software agreement, clients will often overbuy licenses to meet forecasts for the deployment of new IT assets. At other times, as part of a specific software agreement an organization may negotiate the right to deploy software licenses before paying for them, based on the understanding that they will later report and pay for the licenses. In either case, it is up to the purchasing organization to keep track of the number of licenses originally purchased, the number of licenses deployed, and the number of licenses that remain to be paid for. CompuCom simplifies this process by creating tracking SKUs. A tracking SKU is a zero-dollar SKU that is added to each purchase order to create an audit trail for a specific software license. Tracking SKUs can also be used for departmental billing and cost allocation.



To illustrate the usefulness of tracking SKUs, consider what would happen if you were to purchase a new Adobe Open Options Contractual License Program (CLP) for 1,500 copies of Adobe Acrobat Elements. It initially deploys 1,200 copies to existing users, leaving 300 copies for later installation. To track the 300 remaining licenses, CompuCom creates a new tracking SKU for the purchasing department. Each time a business unit in the organization orders a standard desktop with Adobe Acrobat Elements for a new user, a PO is created for CompuCom with the zero-dollar tracking SKU. The tracking SKU is then reported along with other licenses purchased from CompuCom.

>>>At the Heart of Our Success – CompuCom’s Core Values

CompuCom’s core values of trust building, lifetime value, and responsive support combine with our track record of long relationships with well-satisfied customers to make us the smart choice. These values are central to who we are and how we do business. Everything we do reflects them.



>>>Get More from Your Software Partner Starting Today!

Buying software from CompuCom is more than a transaction. It’s solution. Our all-inclusive approach covers you with all the resources of an intelligent, proven partner. You’ll have the benefit of the best advice from our industry-leading experts, comprehensive management for maximum life-cycle value, great day-to-day support and access to products from the world’s best software and hardware makers.



CompuCom.
get  started

7171 Forest Lane
Dallas, TX 75230
www.compucomproducts.com

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