

Software Spend Analysis

Overview

Having too many applications, especially with the rise of SaaS (Software as a Service), can cause problems for businesses. The unchecked expansion of applications can lead to increased costs, compliance issues, operational inefficiencies, and confusion among employees. Here's how one company approached its business case to reduce application expansion and better leverage its Microsoft 365 investment.

At a Glance

Savvy created roadmap to:

- **Reduce software spend** by identifying redundant applications, overlapping capabilities, and licensing inefficiencies.
- **Improve operational efficiency** through application rationalization, clearer tool selection, and streamlined support.
- **Increase compliance and audit readiness** by advancing centralized data management and governance recommendations.
- **Maximize return on Microsoft 365 investment** with a three-year roadmap to consolidate tools, optimize usage,

Background

A nationally renowned, quickly expanding company was experiencing rapid data application sprawl. This nimble organization prides itself on fostering an environment of self-starters who solve their own problems to best serve their clients. Therefore, an immediate remedy was required to help manage and automate their solution. In its efforts to support the entrepreneurial mindset, the IT department grew rapidly along with the company but soon found itself having significant challenges with application (app) sprawl and its many implications.

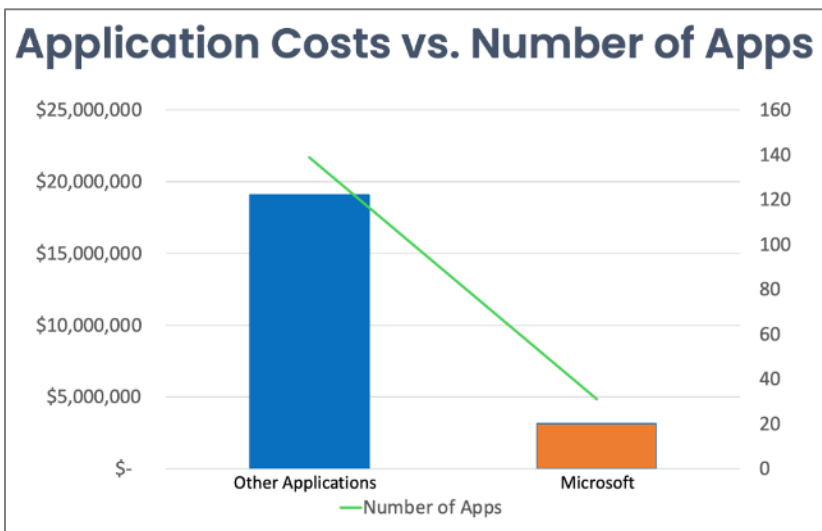
About Savvy Technical Solutions

Savvy Technical Solutions is a consulting company with a focus on helping companies improve the way they work through the use of Microsoft technologies. We are a Microsoft Solutions Partner for Modern Work as well as a certified Woman-Owned Business (WOB).



Challenges

- **Too Many Apps:** Having multiple applications caused confusion and made it hard for employees to know which app to use.
- **Duplicate Data:** Numerous copies of the same data led to confusion and made business reporting difficult.
- **Compliance Issues:** Without centralized data management, it was hard to ensure compliance and proper auditing.
- **Higher Costs:** The inefficiencies resulted in higher licensing fees, more support complexities, and increased maintenance costs.
- **Underused Microsoft 365:** Despite a significant investment in Microsoft 365, its integrated tools and custom solutions were not being fully utilized.
- **Overwhelmed IT Department:** The large number of applications and the speed of changes caused a backlog of IT projects and long support timelines.
- **Lack of Microsoft Product Knowledge:** Not having dedicated Microsoft product ownership limited the organization's understanding of how to best use and save costs with these tools.



Combined annual spend for all other applications vs Microsoft.

Solution

The organization partnered with Savvy Technical Solutions (Savvy) as a neutral third-party to assess the application landscape and recommend a path forward. Savvy started by analyzing the company's IT reports to find overlapping functions, redundant costs, and licensing issues among its hundreds of applications, especially compared to Microsoft 365 offerings. They also interviewed key stakeholders to understand the human impact of potential changes, such as consolidating, removing, or migrating applications.

Leadership



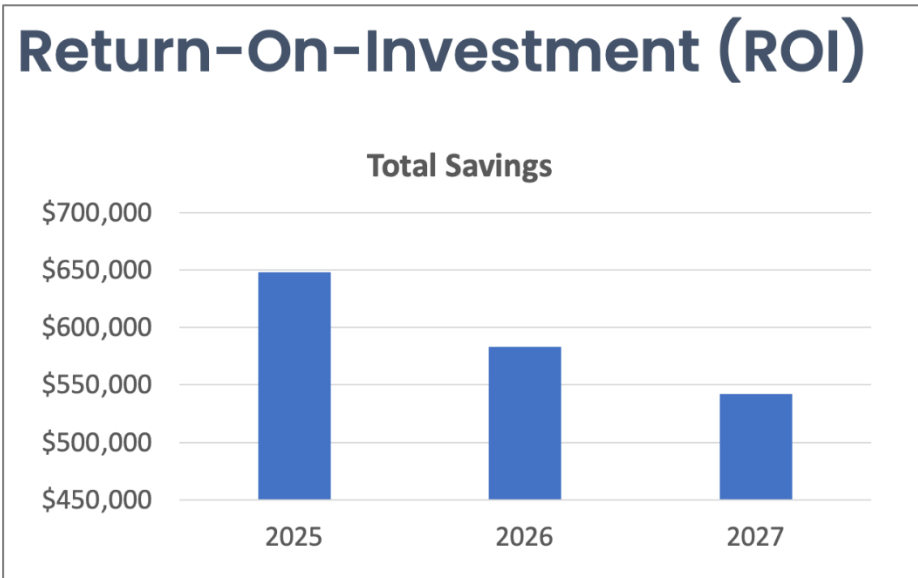
Our president, Becky Bertram, has been granted the prestigious MVP award by Microsoft for

SharePoint and Microsoft 365 Apps and Services every year since 2009. She is also a Microsoft Certified Trainer (MCT) and has authored multiple Microsoft professional exams.



Outcome

A business case report provided both budgetary and human costs of app redundancies, practical next steps for application reduction, IT staffing recommendations, employee engagement strategies and a timeline to solving the challenges over three-year span. This overburdened IT department now had the roadmap they needed to control application sprawl, optimize their Microsoft 365 investment, and grow their team to support it.



Projected ROI considering: a) Phased replacement of certain identified apps to Microsoft at 33% reduction per year, and b) License optimization for apps not replaced at 20% reduction per year.

Conclusion

This case study illustrates the hidden costs associated with having too many applications and Microsoft 365 underutilization, including increased operational expenses, data management challenges, and employee confusion. By optimizing the Microsoft 365 suite of products and investment, centralizing data access and reducing redundant applications, even the fastest-growing organizations can mitigate these issues, leading to improved efficiency and cost savings while considering the human impacts on their workforce.

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