



Australian Energy Retailer Nets Immediate ROI With Scalable Software's Survey™ Product Suite

Profile

Country Energy - One of the largest energy retailers in Australia and among the nation's top six utilities, providing a range of services to more than 800,000 customers in five states and territories

Challenge

To effectively manage IT assets and reduce recurring costs on hardware, software and printers.

Solution

To increase efficiency by understanding what applications were really being used. By installing Survey, management could reduce costs, identify potential infrastructure problems, and optimize IT assets. Benefits: More than \$350,000 in savings realized upon deployment, from reduced licensing and operational costs.

Country Energy, one of Australia's largest energy retailers, has been providing its clients with an uncommon level of service by offering comprehensive natural and bottled gas, internet services and energy advice.

Like many large energy retailers, Country Energy relies on a multitude of technology assets to assist in running the organization and providing its clients with timely, quality service. Although the systems do a great job meeting the needs of the company and its clients, it's not cheap. Country Energy wanted to reduce operating costs to ensure they could maintain and increase their level of customer satisfaction, that's where Survey comes in.

“Just with the software licenses alone, Survey has already shaved \$250,000 off our bill.”

Phil Hayes
Manager IS Services, Country Energy

With Survey, Country Energy was able to implement an effective asset management program that allows visibility into actual software, hardware, and printer application usage. Armed with this critical information, IT management was able to identify areas for improving asset utilization and reduce software-licensing costs by redeploying under-utilized licenses. “For the first time, we were able to gather metrics on the actual time our employees spent in business critical applications,” said Phil Hayes,



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Manager IS Services for Country Energy. “We receive the cost benefits associated with redeploying unused machines, licenses and increasing asset utilization.”

Numbers Don't Lie

Shortly after installing Survey, Country Energy was able to track usage of their enterprise applications: hardware, software, and printers. “We found that some people weren't even using many of our mission critical applications at all, and others were only using them for less than ten minutes a day,” said Hayes. “Survey helped us see exactly who was using it and how often they were using it, so we were able to renegotiate our licensing agreements and save a lot of money on our annual maintenance bill. Just with the software licenses alone, Survey has already shaved \$250,000 off our bill.”

The Savings Never Stops

Country Energy also expects to save money on PC hardware by using Survey. The company typically upgrades users' PCs every three years and sometimes finds it difficult to determine whether a user needs a \$2,500 system or a \$1,200 system. “By measuring which applications are required and the amount of time used, Survey helps us easily determine the appro-

priate amount of computing power required. Equally so, Survey provides us with a mechanism for accessing which machines and printers should be redeployed, reallocated, or retired,” said Hayes. Leveraging Survey has helped the company avoid spending unnecessary money on new IT assets that aren't being used. “We're already saving \$100,000 on hardware expenses and over \$2,000 a month by replacing two printers, based on Survey information,” said Hayes. Country Energy plans to continuously expand its use of Survey throughout the organization. “We have a major desktop redeployment of 1,800 machines coming up in which Survey is already assisting in locating the hardware and determining what software we need to install,” said Hayes.

It's User-friendly

“Ease-of-use and fast installation were key features we looked for when choosing a solution like Survey,” Hayes said. “When it comes to generating reports, being able to display the information in graphical format makes it really easy to visualize the usage. It's also beneficial to be able to customize the reports into exactly what you need.”

More Information

For more information about Scalable Software products and services, call Scalable Sales at (713) 316-4900 or email at info@scalable.com.

For more information on Country Energy, visit the Web site at: www.countryenergy.com.au

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