



A One-Page Guide to Choosing a SAM Service Provider

Choosing a SAM service provider can be a daunting task, especially in the face of an upcoming audit. Each provider will have different core competencies and offerings, which can cause confusion when prioritizing for your own specific needs. This choice can affect your organization well into the future and that is why we compiled a list of 5 things you should consider before choosing a SAM service provider.

1. Is the provider a software reseller first and a SAM provider second?

In short, will they be the same company selling you the licenses they identified you need? How much focus will really be on saving you money if they also gain from your software spend? This is due to neutrality. A non-reselling SAM service provider stands to gain nothing from any identified license shortages because they don't sell the licenses. This is not to say that all resellers cannot be neutral, but resellers are motivated to sell you licenses.

2. Does the provider have knowledge of both tools AND licensing?

If you have invested in SAM tool(s), can they work with those tools or will they push the use of their own tools? The best SAM service providers can work with your tools as well as provide their own when needed.

3. What is their relationship with the software publisher?

Is it adversarial or are they a trusted or accredited partner? While absolute audit protection is not possible, the SAM service provider you choose can help decrease the likelihood of audit as well as help to influence the outcome.

4. Is an ROI analysis included in their services?

A successful SAM program will inevitably need to show the organization the impact they are making, and when that time comes, a good SAM provider should make a good SAM manager look like a rock star. When considering a SAM managed service, ensure the service provider will include analysis of the return on the investment from both a hard and soft dollar savings on a regular basis.

5. Lastly, are they a provider you can expand with?

As successes are achieved in one area, it's common to start looking at other areas to tackle. For example, you may start with just Microsoft, but your next focus might be SAP or Oracle. Can the SAM service provider support you with ALL of the vendors you want to closely manage? It is important to think about not just the support they can provide today, but the support they can continue to provide as your SAM program expands and grows.

Considering these five questions will help you choose the best SAM service provider for your organization's needs. If you have further questions, we are here to help. Reach out to us at info@anglepoint.com or schedule a meeting <https://www.anglepoint.com/> where one of our experts will gladly answer any questions you may have.