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The elegant court complex is an example of an innovative and well-executed and sustainable design. It is now officially our most prolific award winner having scooped over 25 awards

Building on an existing Altiris 6.5 investment to provide a robust Software Asset Management solution that met the demands of a global engineering company.

Global management, engineering and development consultancy, Mott Macdonald, engaged Bytes Software Services to get back on track to save 750 staff hours per year, improve security and proactively manage their software compliance.

The Challenge

With over 14,000 employees spread over a global network covering 50 offices and projects in 140 countries, Mott MacDonald recognised the need for an effective Software Asset Management solution to enable them to keep control over their rapidly changing software portfolio.

Their current processes and technologies to manage their global software deployment were not providing them with the visibility and control they wanted and they soon recognised that this was exposing them to compliance issues and inefficient software deployment and removal.

Investment in an Altiris 6.5 system provided a partial solution towards achieving the levels of control they demanded. Configuration and

maintenance issues were hampering the effectiveness of the investment and causing business interruption problems.

The Bytes Solution

Following a successful tender process, Mott MacDonald engaged Bytes Software Services to provide a SAM solution that would maximise their investment in Altiris 6.5 and enable them to reach the levels of control over their software estate they needed.

The first step was to carry out an 'Envisioning Workshop' to provide a complete understanding of SAM processes and technologies in place and agree an improvement plan for the business. The next step was to complete a full software and hardware audit and a review of all existing software policies, technologies and procedures. This information allowed us

Customer Profile:

Company: **Mott MacDonald**
Industry: **Engineering**
Country: **140 countries**
Revenues: **£1bn +**
Employees: **14,000**

Bytes Solutions Provided:

- Symantec Altiris 6.5
- Symantec Service Desk 7
- Bytes Software Asset Management
- Bytes Managed Service

Key Benefits:

- Significantly quicker PC start up times for over 14,000 employees
- Improved patch management process which has reduced security risks within the business and individual clients
- Software deployment, removal and upgrading in hours instead of days
- Time savings now used to add value to the business
- Accurate inventories
- Software compliance
- Smooth operation of a Global Service Desk
- Delegation of daily IT operations to regional teams
- Significant cost savings moving forward as Mott MacDonald are now in a position to re-distribute existing under-utilised software licenses

“” *Following the engagement with Bytes the Altiris solution is now seen as a business enabler rather than the cause of business disruption. All IT assets are now reliably patched, software can be delivered to any device across the globe.*

Darren Russell,
Global IT Director

“Given Bytes’ expertise and experience in working with Symantec products and especially the Altiris suite on a global scale, Bytes were able to design, configure and successfully implement a robust solution that now meets all of Mott MacDonald’s infrastructure management requirements. Bytes’ technical expertise is coupled with robust project management to ensure successful delivery within very tight timescales and within a fixed budget.

Ryan Hardcastle,
Global Asset Manager

to assess the scope of the task and help prepare, prioritise and implement the right solution.

Bytes then initialised the ‘Altiris Improvement Project’ building a solution around the current Altiris 6.5 investment with a view to upgrading to an Altiris 7 system in the future. We redesigned and reconfigured a global solution to provide Mott MacDonald with a robust software management system that they could trust and control.

The Benefits

The enhancements and reconfiguration of the existing Altiris 6.5 system significantly improved all aspects of Mott MacDonald’s global software management. The benefits delivered range from the significant and measurable time/money savings achieved from the faster system start-up times of the 14000 global workforce, to improved security from an improved patch management process. The efficient management of patch deployment and smooth application package delivery also provided a significant reduction in technical support issues to their newly

created global service desk. On a global scale the time and cost savings for this element alone represented a huge return on their Software Asset Management investment.

Bytes Managed Service

Following the successful implementation of the reconfigured Altiris 6.5 system, Bytes Software Services have been retained by Mott MacDonald to provide a full and ongoing Managed Service. This Bytes service ensures the SAM system is maintained and developed to continue to provide complete control, visibility and compliance over all aspects of the Mott MacDonald global software estate.

Bytes & Symantec (Altiris)

Bytes are a Symantec Platinum Partner and it’s this strategic relationship with them and our knowledge of the Altiris SAM solution put us in a strong position to put together an effective, secure and adaptable proposition to Mott MacDonald utilising their investment in Altiris 6.5.

About Mott MacDonald

Mott MacDonald’s uniquely diverse £1 billion global consultancy works across 12 core business areas.

As one of the world’s largest employee-owned companies with over 14,000 staff, we have principal offices in nearly 50 countries and projects in 140.

Our breadth of skills, services and global reach across all markets makes us uniquely placed to bring our customers:

- Holistic, innovative thinking
- Global experience with local insight
- World-expert practitioners
- Multi-sector perspective

We use our experience and resources to help deliver projects on any scale, shape and implement development policies and programmes as well as advance sustainability.

Why Bytes for SAM

Bytes SAM team have been in operation for over 10 years – since the earliest days of the recognition of the importance of Software Asset Management. As such we have a very mature operation, which has evolved in line with customer requirements. We employ some of the most experienced consultants in the business, with over 100 years experience between them.

Bytes pride ourselves on being “thought leaders” within the SAM space, having been heavily involved in the development of some of the key standards used today, including ISO19770, as well as developing a Bytes maturity model that incorporates SOM, ISO and NIMM. Our mission is to enable customers to understand what software they own, use and need, and to ensure they remain compliant whilst being positioned to procure, install and maintain control of their software portfolio.

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