



**DHL**



**CASE STUDY**

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## CHALLENGE

DHL is the world's largest logistics company operating around the world. DHL are the global leader in international logistics with over 400,000 employees, operations in 220 countries, and typical revenues of over \$50 billion.

iQuate was first engaged on this project when DHL's IT and procurement management realized that they did not have sufficient data to challenge Oracle's view of their license position. Before working with iQuate, previous attempts were made by DHL to deploy third-party tools to gain visibility of their Oracle estate. However, these tools did not accurately deliver the information required. As a result, a manual audit was conducted, but this process was not deemed financially viable. In brief, DHL's issues were the following:

- Insufficient data to challenge Oracle's view of their current license position.
- Failure of previous deployments of third-party discovery tools to accurately collect the necessary data.
- Plans for a manual audit proved financially unviable.



## SOLUTION

The business driver behind the project was to prepare for negotiations with Oracle on support and license renewals in addition to implementation plans for a data center software asset management (SAM) solution. During the project, iQSonar was able to identify a number of servers previously unknown to the customer, which helped them prepare extensively for license negotiations.

Once they had iQSonar installed across a number of data centers (10,000+ servers), DHL produced a baseline report that was accepted by Oracle. The project delivered a substantial reduction in their projected license and support costs for Oracle, and they now had a solution that was both repeatable and scalable with very low additional overhead costs. Following the Oracle-focused project, DHL successfully expanded iQSonar into server-side SAM for both IBM and Microsoft. In 2012, the scope of the project widened to include additional software products and across other corporate subsidiaries. DHL are now in a position where they are able to scan and manage additional products and hardware as needed to support the business.

"The fact that both Oracle and Microsoft have certified that they will accept the results of our IT discovery and inventory scans is important. iQSonar enables us to give vendors data which is as good as, or better than, data that would be provided if they scanned our estate themselves. We are confident that we are prepared for future negotiations with software vendors. iQSonar enables us to accurately know our licensing position and to forecast our future needs."



## RESULTS

- ✓ Substantial reduction in projected license and support costs for Oracle with an ROI of 2 months.
- ✓ Mitigation of all future license risk across Oracle, Microsoft and IBM products.
- ✓ Discovery of previously unknown licensable infrastructure.
- ✓ The ability to provide additional reporting to validate the change management process, including server decommissioning.
- ✓ An additional source of data to validate the customer's CMDB.
- ✓ Support for audits from other third-party vendors, including Microsoft and IBM.
- ✓ Automatic transfer of up-to-date data to the global license management system.

**We are confident that we are prepared for future negotiations with software vendors. iQSonar enables us to accurately know our licensing position and to forecast our future needs ”**

**Name**  
DHL's IT Director

### Contact Us:

**US :** +1 415 325 5597  
**UK :** 0845 358 1 358  
**DE :** +49 891 20 89 50 04  
**FR :** +33 1 84 88 38 38  
**Int :** +353 1 630 2223