

CASE STUDY

How an American retail market leader boosted productivity and made huge savings on IT using Softwatch RPM

RESULTS:



~28% of workforce work unproductively and require attention, training or mentorship



More than **90% of MS Office licenses** can be decommissioned without affecting productivity



Over **\$2M identified savings** on unused or redundant SW licenses



WHAT WERE THE OBJECTIVES

Use Softwatch solutions to:

- provide management with workforce productivity and efficiency insights
- reveal employees' true IT usage and needs
- optimize license spending by rightsizing business-critical application licenses

WHAT WERE THE RESULTS

By using Softwatch Remote Productivity Monitoring (RPM) solution the customer was able to achieve the following critical insights:

- ~28% of their workforce work below their department's average
- High variance of MS Excel usage found between similar teams indicating inefficient team work
- Unproductive workers potentially require apps replacement with cloud compatible ones or apps that better support remote working
- Potential savings over **\$2M on unused MS Office licenses**