

## **Centrix Enables IT Intelligence and Transformation at Centrica**

“Centrix has undoubtedly provided us with strategic vision for our Software Asset Management (SAM) team. They have delivered clarity with a pool of experienced people who were able to assimilate into the business and deliver upon the business objectives laid down by Centrica. With over £10M of savings identified, some savings have already been achieved and I am confident that the balance, and more, will be delivered moving forward.”  
Russell George, Head of Finance, IS and Corporate Functions, Centrica Group.

### **Situation**

Established in 1997 following the demerger of Centrica from British Gas plc, Centrica is a top 30 FTSE100 company with growing energy businesses in the UK and North America. It is an integrated energy company operating predominately in the UK and North America. Upstream they source, generate, process, trade and store energy. Downstream they supply gas and electricity to millions of homes and businesses and offer a distinctive range of home energy solutions and low-carbon products and services.

Having grown significantly through acquisitions and organically, Centrica had undergone numerous restructurings and had reached a stage where they recognised they had increasing software spend. Three years earlier they had introduced a standard desktop build but, as more and more software was being procured at the individual level and the software estate became ever more complex, Centrica recognised they needed an urgent review of the situation to accomplish three things:

- Deal with immediate increasing software spend
- Rationalise the whole software estate to deliver savings via both cost avoidance and actual savings in software provision and
- Introduce a process transformation to protect the investment

Thus they engaged with Centrix to deliver a “remediate, rationalise, optimise” software and services bundle project on their 27,000+ desktop estate.

### **Challenge**

With a complex IT estate, Centrica IS were under pressure to reduce cost; this was seen as an opportunity to reduce software but also to drive out cost and gain greater control in the process by embedding a formal structure into renewal and software assets. Recognising the need to deal with any potential exposure, Centrica engaged with Centrix to provide clarity of the overall software estate and ultimately to achieve cost savings. Three parties were involved in the project; Centrica, Centrix and Centrica’s desktop and data centre services provider. The engagement was not a “business as usual” project, and Centrix needed to

acquire data from a variety of different locations and sources to produce a holistic overview of what applications were being used, by whom and how often, if at all.

## **Solution**

Russell George, Centrica comments, “We clearly needed to focus on value; both in terms of reducing software spend but also to rationalise our software estate. Centrix brought clarity to the discovery process by identifying which software had not been used, either at all, or within a 90 day period, which made it a candidate to uninstall.”

Having obtained the hard data from a number of different tools in use at Centrica, such as Altiris and Software Organiser, Centrix utilised WorkSpace iQ to provide the visibility and business case for uninstalling specific software applications. This process also included working with the individual business units and key stakeholders within Centrica to ensure the data was first validated and then provided them with the confidence that any software removal would not adversely impact them.

Russell continues, “Providing our ultimate customers, the users, with confidence that any software removal would not impact their day-to-day working was key. With 3 main [UK] business units with a population of over 25,000 users, we had to make any removal process seamless. And although we ensured we had a re-install process should it be required, I can count on one hand the number of responses we’ve had to date. Undoubtedly very successful from a user perspective – it was genuinely seamless to over 99% of our users. By removing software and any potential liability without impacting users, it underlined the true value of this project.”

## **Benefits**

Within the scope of this project, Centrix has delivered a license framework process. As each business unit within Centrica has a growth agenda, the volume of users is constantly growing. However, the license framework enables visibility over licensing that creates the latitude for growth. If one division has surplus licenses and another has put in a demand for more, Centrica can now align the two and avoid increasing costs.

“The slicing and dicing of the data that Centrix did with WorkSpace iQ was a valuable component as it clearly identified the “90-day rule”. If an application had not been used within that specified timeframe, it was uninstalled. We recognised at the beginning that this project was never going to be straightforward. Internally people had tried to achieve this but had not succeeded. The discipline of the discovery process, the rigour of identifying and prioritizing value based on criteria and the ability to engage with a complex array of stakeholders is what underpinned Centrix’s success in this project,” comments Russell.

“Centrix identified savings through reduced software spend and delivered sustainable savings. I am comfortable that the claims around the remaining identified savings are realistic - we are now evaluating them. Some might not see the light of day, but that doesn’t mean they weren’t valid savings.”



Although the initial scope of the project was focused purely on the UK, there are potentially similar issues within Direct Energy, Centrica's North American business. Centrica IS UK is becoming more aligned with Direct Energy and with a Group CIO who has accountability for both, the next logical step is to build on this and take it to North America.

The engagement with Centrix has provided potential Centrica savings of over £10M within their desktop estate. Additional savings will be realised as Centrica starts to focus on software installed on the server estate within the Data Centres.