



Belarc Case Studies

Why 100% of our customers are successful with our products.

Belarc's products have been successfully used by thousands of customers in over 40 countries, consisting of both small and large enterprises, for over eighteen years. Many of our customers have used Belarc's products for over ten years. We believe that this success is due not only to an excellent product, but equally to the emphasis that we place on supporting our customers to make sure that each one of our customers has a successful Belarc system that they can rely on for accurate and up to date information.

Belarc's BelManage product is a "best of breed" IT asset management system which automates the discovery of software, hardware and security configuration data and automatically creates a central repository of this data. Belarc's Data Analytics module automates the software licensing process, by combining this configuration data with our customer's purchase records and the product licensing rules and metrics, to create detailed software licensing reports.

Brief descriptions of how some of our customers are using Belarc's products are below. We have listed these customers based on the following categories.

Belarc's Customers	US Federal Gov	US DoD	International	Service Providers	State & Local Gov	Industrial	Financial Services	Healthcare
Federal Aviation Administration	○							
Bureau of Land Management	○							
USAF 844th CG		○						
Joint Special Operations		○						
Catholic Relief Services			○					
Pontificia Universidad Católica del Perú			○					
AIA			○				○	
Security Snapshot				○				
Covered California					○			○
Oakland County MI					○			
Railinc						○		
Chevron Texaco Products						○		
Travelers			○				○	
Penn State Health								○

U.S. Federal Government

US Federal Aviation Administration (FAA)

The FAA is part of the Department of Transportation and is responsible for regulating all aspects of civil aviation in the U.S. The FAA deployed Belarc throughout their enterprise on over 57,000 IT assets in under one month. Their initial justification for Belarc was for Software License Management (SLM) and the system helped the FAA identify over \$million in un-used Microsoft desktop software. Belarc's data has also allowed the FAA to effectively negotiate a \$tens of millions overage request from IBM.

SLM for complex server software from IBM, Oracle & Microsoft

IBM had hired Deloitte to do an audit of the FAA's data centers. Deloitte sent people to each of the FAA's data centers and ran scripts on their servers to determine the FAA's license position. This effort took Deloitte nine months. At the end of that period IBM presented the FAA with a multi-million dollar overage request. The FAA asked Belarc to see if their recently installed BelManage system could help verify the Deloitte audit data and help them respond to IBM's overage request. The FAA had some decades old IBM software and we at Belarc wanted to be sure that their BelManage system was discovering all of this software. After about two months we were sure that BelManage was discovering all of the IBM software and Belarc presented the FAA with the audit and licensing results: there was no overage at all!

How could this be reconciled with Deloitte's manual data collection. We did a comparison of the Deloitte data and BelManage's data and discovered the following reasons for the discrepancy:

- Wrong metrics. Because all of the Deloitte data was run manually with local scripts they often did not have the proper permissions on the host machines and were not able to correctly identify the processors, cores and therefore the correct IBM PVU (Processor Value Unit). The PVU is the factor used to calculate the number of IBM licenses required for a host server based on the processor type, CPU cores and number of processors on the host machine.
- Miscounting of servers. Deloitte double and sometimes triple counted the same FAA servers. This is probably because the FAA was undergoing a server consolidation program at the same time that Deloitte was manually going to each of the FAA's datacenters. If a virtual server was moved from one data center to another, it could easily be counted twice. Deloitte also counted servers that were decommissioned.

Because Belarc's system discovery is automatically updated daily the FAA was able to use accurate and up to date data to effectively negotiate with IBM on their license renewal.

SLM for expensive software from Adobe, ESRI, Tableau

Belarc's system is also used by the FAA to manage their Microsoft, Oracle database and middleware, IBM, ESRI (ArcGIS), Adobe, Tableau and other high value software agreements. As a by-product of the data Belarc's system collects, it is also being used to track many of the NIST 800-53 security controls, and the Major Applications for their Portfolio Management process.

Bureau of Land Management (BLM)

Enabling enterprise wide SLM

The BLM is an agency within the Department of Interior that administers almost 250 million acres of public lands in the U.S. Initially each of the BLM Regions ran their own BelManage system. A few years ago these separate BelManage systems were consolidated into one system allowing the BLM to have enterprise wide oversight while still allowing each region to view and manage it's own IT assets. This consolidation allowed the BLM to manage all of their software licenses on an enterprise wide basis. The BLM currently has 15,000 computer systems on their BelManage and Data Analytics systems.

U.S. Department of Defense (DoD)

USAF 844th CG

SLM on US Department of Defense networks

The USAF 844th CG, covering over 25,000 IT assets at the Pentagon Joint Chiefs of Staff, and Joint Bases Bolling and Andrews, has been using Belarc's system since 2007 for managing their enterprise software license agreements. BelManage runs on both the NIPRNet and SIPRNet networks.

BelManage was initially used to offer authoritative data for their Microsoft EA license true-up, resulting in a \$2.7 million annual savings on this ELA alone. It was submitted as for a Best Practices Nomination. BelManage has been used to manage other high value desktop and server software and for configuration control.

Joint Special Operations Command (JSOC)

Mobile and highly secure DoD networks

JSOC is a sub command of the US Special Operations Command and is charged to study Special Operations requirements and techniques, ensure interoperability and equipment standardization, plan and con-

duct Special Operations exercises and training, and develop joint Special Operations tactics. JSOC also oversees the Special Mission Units such as the Army Delta Force, Rangers, Navy Seals and others.

A JSOC contractor originally brought in BelManage and installed it on approximately 19,000 host machines to help with their cloud migration program by identifying all software applications installed and whether they have been used, and other metrics. Belarc is also being used for cyber security monitoring of the DISA IAVAs (Information Assurance Vulnerability Alerts).

International

Catholic Relief Services (CRS)

101 countries

CRS offers humanitarian services throughout the world and is located in 101 countries on five continents. Their BelManage system runs on 6,000 computers often located in very remote areas and updates are sent to their BelManage server when connections are possible. Their BelManage system is used for SLM, configuration control and IT security.

Pontificia Universidad Católica del Perú (PUC)

Lima, Peru

PUC is a private university located in Lima, Peru with over 27,000 students and is ranked as the top academic university in Peru. PUC uses BelManage on over 7,300 of their IT assets, including desktops, laptops and servers. PUC uses their Belarc system for software license management, cyber security audits, software configuration control and service desk support.

AIA

AIA is the largest independent publicly listed pan-Asian life insurance group with a presence in 18 markets across the Asia-Pacific region. AIA uses BelManage across their offices in Asia for ITAM and cyber security monitoring.

Service Providers

Security Snapshot

Cyber security for financial advisors

Security Snapshot offers cyber security services for independent financial advisors and helps them meet the SEC (US Securities and Exchange Commission) and FINRA (Financial Industry Regulatory Authority) cyber security requirements. The independent financial advisors are often small firms with less than ten employees, but because of the personal financial data that they handle, these firms need to meet stringent and complex cyber security controls.

Security Snapshot uses BelManage to automatically monitor over 6,000 computers used by these independent financial advisors and report to these firms on a regular basis as to their cyber security compliance status.

State & Local Government

Covered California

HIPAA and California security requirements

Covered California is the California Health Insurance Exchange where California residents can shop and purchase health insurance online. Because Covered California handles sensitive personal health information it must meet the HIPAA (Health Insurance Portability and Account-

ability Act) and California's cyber security control requirements for healthcare providers who handle personal healthcare data.

Covered California uses their BelManage and Data Analytics software on 2,500 computers to accomplish software license management and cyber security monitoring. Belarc's software is implemented for Covered California as a SaaS offering.

Oakland County Michigan

Cost effective for local governments

Oakland County is among the ten highest income counties in the United States with populations over one million people. Oakland County uses BelManage and Data Analytics on nearly 5,000 computers. Belarc's software was originally purchased for SLM and but was rapidly also used for cyber security monitoring.

Oakland County chose Belarc in an RFI process over many others for the following reasons:

- Belarc is cost effective, both on an initial cost basis and for ongoing maintenance costs.
- Belarc is very responsive to it's customers requests.
- Belarc's products are quick to deploy and do not require much if any ongoing maintenance.

Industrial

Railinc

Critical infrastructure needs

Railinc is a for-profit subsidiary of the Association of American Railroads and offers IT and information services to the railroad industry. Today Railinc applications and services are embedded in critical operations and financial systems throughout the industry and support railroads, equipment owners and rail industry suppliers along every link of the supply chain. Railinc delivers more than 9 million messages each day over their

EDI network, including transportation waybills, advance train consists, blocking requests and responses, and trip plans. Railinc tracking and tracing services help customers identify cars and their shipments in the rail network. Other products help forecast train traffic conditions to prevent or reduce train congestion in critical areas like the Chicago Gateway. Railinc also maintains the only industry-accepted version of the North American railroad industry's official code tables.

Railinc runs BelManage and Data Analytics on 1,600 host machines, mostly Linux and Windows servers, for configuration control and cyber security monitoring in addition to software license management.

Chevron Texaco Products Company

SCADA systems and critical infrastructure

Chevron is one of the largest oil companies in the world. Chevron's Richmond refinery uses BelManage to monitor their SCADA (supervisory control and data acquisition) systems for configuration changes and cyber security vulnerabilities.

Financial Services

Travelers

Monitor cyber security controls in India

Travelers is the second largest writer of U.S. commercial property casualty insurance and the third largest writer of U.S. personal insurance. Some of Travelers' back office operations are performed in India and it is there that Travelers uses BelManage to automatically monitor their contractors' compliance with Travelers' cyber security controls.

Also see AIA in International and Security Snapshot in Service Providers.

Healthcare

Penn State Health

Penn State Health Hershey Medical Center is Penn State's medical school and medical center. Penn State Health uses their BelManage system to monitor their servers' cyber security controls and to manage their complex server software licenses.

Also see Covered California in State Government.

Summary

Belarc is being used by thousands of customers in over 40 countries. Our customers have the some of the most demanding environments such as the US Department of Defense and other customers with IT assets in over 100 countries. 100 percent of our customers are successful with their Belarc products and these are some of the reasons:

- Quick to deploy and easy to maintain products.
- Excellent customer support from Belarc.
- Belarc's system operates seamlessly over remote networks located throughout the world and private and public cloud environments.
- Belarc offers the most accurate and complete discovery system available today.
- Belarc's system helps to automate software license management, cyber security monitoring and configuration control.

For additional information, please request copies of our whitepapers and request access to our hosted demo by sending an email to info@itamsoft.com

Contact Us:

Contact Us:

For additional information and a briefing of our capabilities, please contact us.

ITAMSoft B.V.
Amsterdam (Den IJp)
Tel: +31 (0)20 - 4822603
Email: info@itamsoft.com
Web: <https://www.itamsoft.com>



Copyright © 2019 Belarc, Inc. All rights reserved. Belarc, BelManage and BelSecure are registered trademarks or trademarks of Belarc, Inc. All other trademarks mentioned in this document are the property of their respective owners.

