

# Powering Up Process with SACM Innovation

A STORY OF OWNING CHANGE



## Energy company gains efficiencies, insights with a robust SACM program

As a Fortune 500 energy company and a powerhouse for natural gas processing and transportation, our client manages gas pipelines across North America, maximizing opportunities created by the supply of natural gas and its products.

### THE PROPOSITION:

#### Scalable process

Relentlessly committed to making energy happen isn't the only thing in our clients' front view—unlocking a new level of performance is also top priority. Looking to scale forward with efficiency, they needed to first have a clear understanding of their software and hardware resources and liabilities—as well as the true ownership costs of their IT assets.

But they were missing a way to get the full picture. They looked to mature and optimize their service asset and configuration management (SACM) program to deliver the insights required to truly transform their organization.

### OUR PROPOSAL:

#### Supercharging SACM best practices

Powered by subject matter know-how and experience, we helped our client mitigate risks, optimize performance and nurture growth. We leveraged our deep IT service management (ITSM) and IT Infrastructure

Library (ITIL®) expertise to design a comprehensive roadmap to mature their SACM and software asset management (SAM) programs, while also advising staff on using the ITIL® methodology across four locations. With speed and agility, we decreased defects, increased efficiency and accounted for equipment.

### POWERFUL PARTNERSHIP:

#### High performance, together

By optimizing their IT asset management, our client is now in a position to accelerate performance. We were lock-step with our client on the process life cycle from beginning to end. We didn't just bring service management expertise. We've been a consistent, accountable partner working side by side in pursuit of performance—their ultimate goal and our top priority.

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## Real-World Results

A reinvented SACM process, now operating at full speed and delivering bottom-line impact. Discovering missing devices that no longer needed to be maintained led our client to recoup \$145,000 in vendor credits and \$170,000 from their network provider.

Lowering costs wasn't the only benefit for our client—meeting governance and audit requirements and improving accountability and management were also benefits of a mature SACM program. A giant leap forward with a comprehensive roadmap to mature the program and improve operational efficiencies—all while reducing the total cost of ownership—now that's a win.

**\$145K**

recouped in  
vendor credits

**\$170K**

recouped from  
network provider

### About TEKsystems

We're partners in transformation. We help clients activate ideas and solutions to take advantage of a new world of opportunity. We are a team of 80,000 strong, working with over 6,000 clients, including 80% of the Fortune 500, across North America, Europe and Asia. As an industry leader in Full-Stack Technology Services, Talent Services and real-world application, we work with progressive leaders to drive change. That's the power of true partnership. TEKsystems is an Allegis Group company.

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