



Christian Outreach College Brisbane Ensures Software Licensing Compliance and Surmounts Organizational Hurdles Using SofTrack

Network Team Deems Integrity Software's Product and Technical Support Ideal for Handling Its Software Management Challenges

Christian Outreach College Brisbane (COCB) was charged with finding a product that would track and limit software usage across its Novell ZENworks network while also effectively managing its software licenses. COCB's network team needed to ensure they were handling licenses with integrity—not just for legal and business reasons, but for moral reasons as well. Integrity Software's enterprise software audit and control platform, SofTrack, met all of the college's requirements. As a result, COCB'S network team is now confident that software usage is tracked and managed appropriately and that the college is in full compliance with all of its software licensing agreements.

"We needed to keep track of the licenses we had," says Ben Davis, Computer Systems Manager. "We had to comply with our agreements, but we had no way of knowing what was installed."

Challenge: Unmanaged Software Licenses

Christian Outreach College Brisbane is an independent day school located in Queensland, Australia, whose students range from grades K-12 (that is, preparatory to matriculation). Recently, COCB's network team began researching methods for tracking up to 200 applications throughout its campus network. COCB required a tool that would be consistent with its Novell ZENworks computer systems management platform; this solution would need to track software license usage down to the workstation level and make certain that licensing agreements were being fully respected. For example, if a license were limited to 30 workstations, the network team needed to ensure that usage would be locked down at that number.

"The problem is that there are many more students than licenses," says Ben Davis, Computer Systems Manager for the college. "The question is: How do you put limits on usage? We don't put all applications on workstations. We want to be able to manage a portion of the licenses on a concurrent basis; being distributed across the network. We needed software that would enable us to do that."

Recognizing the school's urgent need to acquire capabilities for tracking and limiting software usage, COCB's network team also realized the significance of maintaining

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compliance with software license agreements. “We needed to keep track of the licenses we had,” says Davis. “We had to comply with our agreements, but we had no way of knowing what was installed.” However, at the time, the group had no systems in place that would prevent licensing agreements from being violated or recognize when they had been violated.

Left unchecked, software licensing can quickly pose a liability problem for IT managers and the organizations that employ them. Software license misuse is a copyright violation, subject to legal penalties and fines. Beyond the possible legal issues, appropriate software license management is a matter of business respect and integrity. “We wanted to ensure we were doing the right thing,” says Davis.

Action: Investing in SofTrack

COCB’s network team attempted to address its software licensing problem by running ZENworks Inventory. However, they quickly discovered that this ZENworks application only inventories workstation hardware. Davis’s team needed a solution that would help them track inventory and generate reports on its software assets.

With these challenges in mind, Christian Outreach College Brisbane implemented SofTrack from Integrity Software. SofTrack is an enterprise software audit and control platform that enables users to gain control of their software acquisition and maintenance expenditures while reducing the risk of copyright infringement.

According to Davis, implementing SofTrack was “pretty straightforward. It was a standard, single server install.” Although creating license templates proved time consuming, it was not difficult, thanks to Integrity Software’s knowledgeable and attentive Technical Support staff. “Phone response was excellent. We had some problems with the agent version, but we were able to resolve them quickly.”

Since implementing SofTrack, COCB has rarely needed to call upon Integrity’s Technical Support group. “We have only contacted them 3-4 times in the last 3 years. The software is pretty dependable.”

Results: Successfully Tracking up to 200 Application Licenses Across Campus Network

SofTrack has proven the ideal enterprise software audit and control platform for Christian Outreach College Brisbane. With SofTrack, COCB’s network team can now track up to 200 applications across 700 workstations in the campus’s Novell ZENworks network environment.

“Without the product, you don’t have the peace of mind that you are managing your software licenses appropriately,” says Davis. “Now, we can see what program is run by a particular person on a particular workstation. We know what we are running, and we can address issues as they arise. We can put limits on usage and ensure we don’t breach our software license agreements.”

SofTrack gives the IT team an expansive view of the college’s software assets and an ability to track usage. Software usage can be limited when certain thresholds are met. If there are discrepancies, the network team can identify them and make the appropriate corrections.

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For COCB, the primary benefit that SofTrack provides is the knowledge that the college maintains all of its enterprise software licensing agreements with integrity. In Ben Davis's words, "My guys on site know that they are compliant with what we have bought. If they use SofTrack, they know they can ensure compliance. My people are confident that they are doing the right thing, and the school is doing the right thing."

"SofTrack gives us peace of mind," adds Davis. "It's important for us to ensure we are compliant so that the parents who send their students to the school know the organization is acting with integrity."

About Integrity Software, Inc.

Integrity Software provides enterprise audit and control solutions for managing your IT assets. Integrity Software solutions offer a full inventory of hardware and software assets, auditing, license compliance, metering, security, timekeeping and reporting features designed to reduce IT costs and maintain software license compliance.

Integrity Software has over 14,000 customers worldwide since 1988 and continues to be an industry leader. Integrity Software products work across multiple workstation platforms from Windows 3.11 to XP, MacOS9\X and in thin client environments such as Citrix and Terminal Server. They can be run on NetWare (4x/5x/6x), Microsoft (NT/2000/2003) and from *NIX servers using Samba.

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