



Nationwide Surf Shop Reduces Licensing Costs and Improves Productivity with Scalable Software's Survey Product Suite

Profile

Pacific Sunwear

Challenge

To ensure the company was getting the most out of its recently upgraded hardware and software at its new corporate headquarters.

Solution

Using Scalable Software's Survey Product Suite to track actual software usage and identify under utilized licenses in the new facility.

Benefits

The company not only cut costs on software licensing, but it was able to improve the productivity of its network services group, saving the department time and the company money.

Pacific Sunwear, an Anaheim, California-based retailer specializing in casual apparel for teens and young adults, has grown from a small surf shop to more than 750 stores by always staying ahead of the curve. To accommodate its rapidly growing business, Pacific Sunwear recently upgraded its hardware infrastructure and software to include the latest technology for its brand new, state-of-the-art headquarters and network/data center. To ensure it was getting the most for its money, the company needed to manage the new software applications more effectively – that's where Survey comes in.

What the Survey application is doing for us is making the management of our entire network so efficient that it has even kept us from needing to hire additional people."

Ron Ehlers

Vice President of Information Services, Pacific Sunwear

Cutting Costs

Survey gave Pacific Sunwear the ability to keep track of hardware applications and actual software usage in the new facility, enabling the company to better understand usage across the entire organization. With the reports on software usage it received, Pacific Sunwear was able to see which licenses were under utilized and reduce software licensing costs. "Survey provides a complete view of what software has been installed and to what extent people are using software programs. By identifying un-derutilized licenses, we were able to make decisions about how to best redeploy those licenses - saving us money in software and support costs," said Ron Ehlers, vice president of Information Services.

Improving Productivity

The savings Pacific Sunwear receives from Survey extend beyond hardware and software. Survey improved the productivity of the network services group, saving the



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department time and the company money. For example, when a request comes in to upgrade a particular user's machine, network services can see if the request is warranted and make a quick, informed decision. "What the Survey application is Pacific Sunwear stays in business by keeping up with the latest trends doing for us is making the management of our entire network so efficient that it has even kept us from needing to hire additional people," Ehlers said.

The productivity benefits Pacific Sunwear's Network Services department experiences from using Survey has expanded to all employees at the new headquarters. The company now has the ability to send usage reports to employees so each individual can see the amount of time he or she is spending on certain programs. "We are using Survey reports as a type of self-monitoring tool. We really appreciate being able to give feedback to the user community so that everyone has a better understanding of how to make themselves more productive," Ehlers said.

The company is also able to monitor inappropriate usage of software applications as well as identify applications that have not been authorized or purchased by the corporation and make sure they are

removed. "As we continue to use the product, we are discovering ways to proactively manage software compliance and improve worker productivity," Ehlers said.

Proactive Management

Pacific Sunwear supports hardware and software applications and manages licenses on laptops for 100 field managers who travel constantly and access its systems from dial-up services. The company uses Survey to keep track of the applications on field manager laptops as well as company laptops of employees working at the new facility. "It can be difficult to keep track of the applications that are installed on laptops. Using Survey to keep track of software applications and usage on laptops has been really beneficial," Ehlers said.

Unmatched Features

"Survey's fast installation, ease-of-use and flexible reporting feature make it a great product. It has helped Pacific Sunwear manage applications and people more effectively. Part of our company culture is keeping up on the latest trends and using that information to make solid business decisions. Companies that are looking for creative solutions to managing software should really consider Survey," Ehlers said.

More Information

For more information about Scalable Software products and services, call Scalable Sales at (713) 316-4900 or email at info@scalable.com.

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