



# Shopping

**Microsoft**  
GOLD CERTIFIED  
Partner

## Reduce the cost of software deployment & licensing

Surveys show CIOs need to reduce operational and licensing costs while becoming more responsive to users. Shopping automates the request, approval, delivery and license control process. It is implemented rapidly and easily integrates with in-house applications. New in Shopping 3.0, rental significantly reduces software license costs.

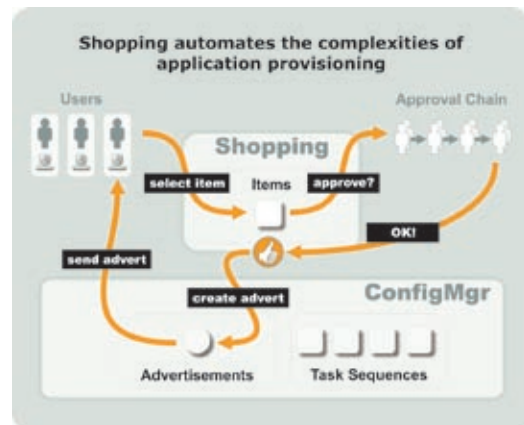
Shopping 3.0 automates the complexities of self-service provisioning and fully integrates with Microsoft System Center Configuration Manager 2007/SMS 2003 and Active Directory. It allows users to request and receive software, gain access to resources or other non-software items without helpdesk intervention. In addition, software license rental optimizes application usage and availability, while significantly reducing licensing costs.

### Key benefits:

- **Reduces software license costs** - the new application rental feature enables time-based application rental, allowing automatic software and license retrieval
- **Increases user satisfaction** - self-service solution that empowers the user to choose what they need when they need it and control the delivery time to minimize disruption
- **Lowers helpdesk costs** - the software request process is automated from request to delivery, allowing IT staff to focus on more productive tasks
- **Increases productivity** - deploys requested software fast, allowing users to remain productive
- **Controls the use of software** - authorization workflow is automated, ensuring licensed software is accounted for and only delivered to those with approval to use it
- **Delivers fast ROI** - simple implementation and low running costs sees a typical ROI of between 3 to 6 months

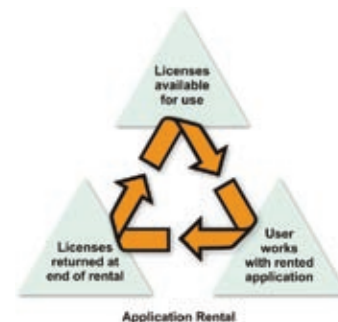
### Empowering Users

Shopping moves the focus of day-to-day provisioning away from IT helpdesk staff to desktop users. Users can choose what applications they require and the "window" for the application or OS delivery, thereby minimizing disruption and impact on productivity. Users also gain insight into the entire provisioning process with the ability to track their request.



### Save costs through application rental

Without a mechanism for reclaiming software licenses, un-used licenses and short-term application requirements incur considerable unnecessary costs. Shopping enables organizations to adopt a "rental" model, whereby sporadic users can lease software for a limited period, after which the software is automatically uninstalled and then made available to other users.



Each "rental" application can be fully configured with defined license managers, minimum, maximum and default rental periods, as well as extension periods. The rental model allows enterprises to derive the maximum value from their software purchases.

## Key features:

### Usability, visibility and process

- **Intuitive and familiar “shopping cart” web-based interface** - easy-to-use with no training required means a fast user adoption
- **Automated email notifications at every significant stage** - keeps all stakeholders informed of request, approval and delivery status
- **Dynamic approval groups** - enables groups of approvers or approval chains to be set-up using AD groups or customized approval groups
- **Integrated reporting on delivery and installation** - measure success and gain understanding of the application base throughout the enterprise

### Extendable and Customizable

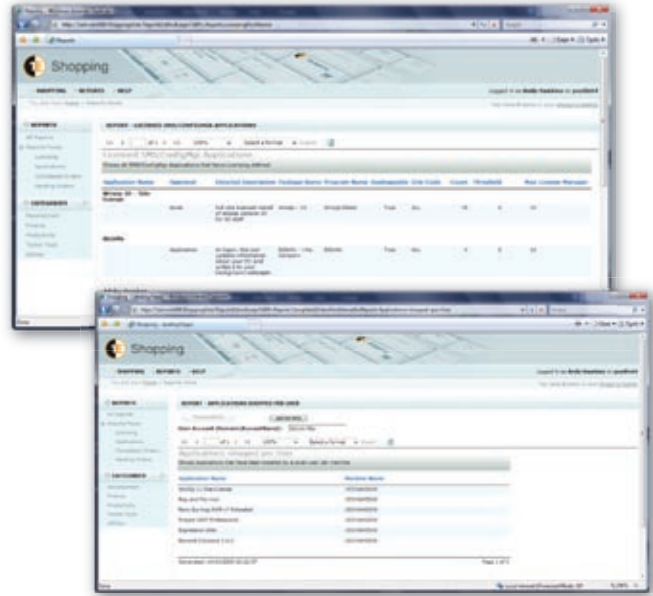
- **Fully featured API** - enables integration with third-party applications
- **Multiple language** - additional language packs supported
- **Scalability** - designed to support the largest organizations
- **Customized experience** - add and change content to help maintain familiar corporate branding
- **Shop for AD Group Membership** - opens up additional ‘non-software’ scenarios, such as requesting access to network shares
- **Supports Application Virtualization** - lets users ‘shop’ for packaged virtualized applications enabled through Microsoft Application Virtualization

### Localized decision making

- **Role-based security for Shopping administration** - give local administrators control over the elements they’re responsible for
- **Location-based approval** - integration with AD enables approvers to be defined and associated with computers in specific locations

## Integrated reporting

Shopping’s integrated reporting provides extensive reports on licensing, applications, pending and completed requests.



### Proven Success & Scalability

In the offices of agribusiness Syngenta, Shopping has handled over 147,000 requests and saved over 50,000 person hours of IT support time, demonstrating its scalability in a busy live environment.

“The application is doing 100 per cent of what it was designed to do, and enabling our users to get the software they need to work effectively.”

**Mario Kunz, Global Client Services Lead, Syngenta**

## Conclusion

Shopping enables self-service packaged application provisioning with proven scalability to suit any size of organization. It automates the complexities of self-service provisioning, enables users to “rent” software and shop for packaged virtualized applications. With a realistic ROI of 3 to 6 months, the Shopping solution from 1E delivers significant cost savings - fast.

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