

Shopping™

Dramatically cut your help desk costs



Shopping™ delivers immediate and significant cost reductions. By providing a simple self service software portal users are empowered to locate and automatically install the software they need to do their jobs, without help desk intervention. To further reduce costs, Shopping can rent applications to users only for the time they need them, reducing the number of licenses you need to deploy across your organization.

“Shopping from 1E has helped Dell with its current Microsoft System Center Configuration Manager infrastructure. It has helped us offer better service for license controlled software and added approval work flow to ease the installation process. The Web portal experience for our end-users has improved their ability to acquire software.” Angie Stahl, Dell Inc.

Case Study

Shopping™ has demonstrated its capabilities for agrochemical business **Syngenta** by cutting service and support costs by over \$1.7m a year, handling an average of 3,700 user requests each month without help desk involvement and saving over 50,000 hours of IT support time

Do you want to improve service levels while cutting help desk costs?

Do you want to give users access to applications on-demand?

Do you need to deliver real business value and ROI in days?

“Because IT departments feel the necessity of meeting the growing needs of a distributed workforce while cutting costs, we see them increasingly allowing some technology autonomy for workers.” T J Keitt, Forrester, July 2010

Advantages

- Delivers an immediate reduction in the number of calls your help desk takes
- Empowers users to search for and install the applications they need through an enterprise software store
- Cuts licence costs by allowing software rental for fixed periods
- Built on a scalable platform supporting tens of thousands of users
- Out-the-box integration with ConfigMgr including support for App-V and OS migration
- Exceptional user experience, mirroring your corporate look and feel while delivering the immediacy of sites like Amazon and eBay

FREE 30 day fully featured license available now www.1e.com



Customers

Our Shopping customers include:

Government

Bureau of Reclamation (Denver)
Park Hill Schools

Banking & Insurance

UNUM
Wells Fargo

Healthcare

Johns Hopkins Hospital

Industrial Services

Parker Hannifin
Hertel

Manufacturing

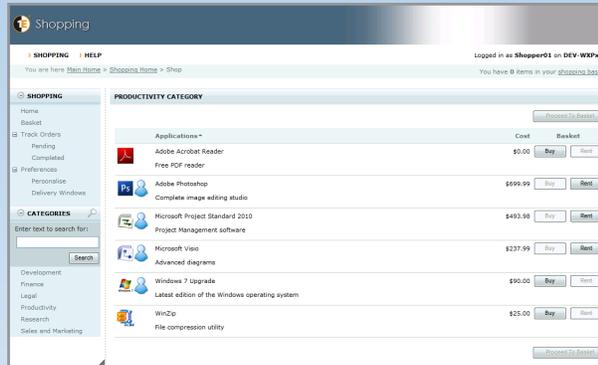
Nestlé
Philips

Agrochemicals

Syngenta

“Good software, well used, justifies its cost many times over. However, software, that is not used or used poorly, is a drain on budgets. Cost-conscious IT management teams should ensure that all software in the enterprise fully justifies its place in the portfolio.” Andy Kyte, Gartner, May 2009

Benefits



Dramatically reduces help desk costs by cutting the number of calls your service and support teams take

Reduces software license costs through a software rental model, limiting use of certain applications to a period of time and allowing for automatic software and license reuse

Empowers self service, so users can choose the software they need, when they need it,

controlling the delivery time to minimize disruption, increasing productivity and satisfaction

Delivers branch office administration and local control, allowing delegation of control and install on behalf of users to regional, site or departmental administrators

Provides better visibility and control of software licenses deployed across your organization, improving software license management

Integrates reporting on delivery and installation to measure success and gain a detailed understanding about software licensing and usage across the business

Automates authorization workflow, ensuring licensed software is accounted for and only delivered to those with approval to use it

Lowers help desk costs by delivering a fully configurable and automated request-to-delivery approval process, defining single approvers, approval groups or approval chains as required

Completely customizable, to fit your organizations look and feel, with multiple language options and an API to enable integration with third party applications

“1E's Shopping has transformed our ability to service our customers with more than 1,100 user generated downloads a month. Our users now decide for themselves when to install applications, downloading them on-demand.” Scott Ewing, Senior Infrastructure Engineer, UNUM Insurance

1E – Empowering Efficient IT

We believe every one of our customers should expect more from their IT. Founded in 1997, 1E pioneered advanced PC power management with the release of ground-breaking solutions like NightWatchman® and WakeUp™. That innovative approach has continued with the development of revolutionary concepts like Useful Work™, Drowsy Server® and Computer Health™ as part of a unique range of industry-leading solutions. Headquartered in London and New York and with nearly 14 million licenses deployed world-wide, over 1100 organizations in 42 countries have trusted us to help them to work effectively, productively and sustainably. To date, we have helped our customers save in excess of \$530m in energy costs alone, cutting CO2 emissions by 4.3 million tons. We have many imitators, but there is only one 1E.

To learn more about Shopping:

- US Toll Free:** 1 866 592 4214
- UK:** +44 208 326 3880
- France Numero a tariff local:** 805 111 577
- Deutschland Bundesweit:** 800 664 6702
- India:** +91 120 402 4000
- Email:** info@1e.com
- Web:** www.1e.com

