

## Audit Defense Service

### Optimize the Outcome of Your Vendor Audit With Certero's a Service Designed Around a Single Vendor

According to Gartner, organizations now have a 68% chance of one or more software vendor audits every year. An audit is typically highly disruptive, and can be reputationally damaging if any software non-compliance is found. Generally, it will come out of the blue, leaving you little time to consider your options, prepare, or plan.

Whether you've just been handed an audit letter from a vendor or simply want the comfort of knowing we're on-hand when that day comes, Certero can help. Our audit defense experts provide a helping hand to navigate your Tier 1 vendors such as Microsoft, SAP, Oracle and IBM and Tier 2 vendors such as VMware, Quest, etc.

### Why Choose a Certero Audit Defense Service?

Certero's audit defense service is a complete program designed to help you plan, prepare and respond to official audit requests. Through our years of experience, we can ensure that the best possible outcome is achieved and reduce the negative impacts that software audits can bring.

- **Complete Visibility of Your IT Landscape** - Effective audit defense starts with full visibility of your IT landscape. If you only have 70% visibility of your IT estate then you automatically operate with 30% risk. Certero experts will deploy our advanced technology to discover your complete estate. Our granular inventory ensures that no stone is left unturned. We'll take your entitlement data then bring it in to the Certero solution and calculate your Effective License Position (ELP). With this in-hand you have the information needed to challenge the auditor on any inconsistencies.
- **Control Your Audit Risk** - Certero's SAM experts can assist you with managing and where possible limiting the scope of the audit, providing guidance on data transfer best practices and general activities during the Audit process. Certero's experts will complete an Effective License Position (ELP) and analyze your position, walking you through your current risk and financial exposure, then provide you with next step recommendations. Think of this as your vendor audit checklist. If you have received an official audit notice, minimize risk with Certero's audit defense services.
- **Improve Negotiations** - With a true view of your licensing position you will be in a better position to negotiate. Certero will guide you through the audit process, give you advice on how to proceed, and ensure you get the best possible outcome. We can help you to remove some of the stress by providing you with proven audit defense processes. Simply let us know which Vendor you are concerned about and as soon as that Audit Letter arrives, invoke your Audit Defense Service by Certero. Certero's experts will be on-hand to provide you with your key risks, exposures mitigation steps, and in essence, be your Audit Defense guide.



## How Do We Do It?

- Provision your own secure instance of the Certero Unified Platform as a secure SaaS solution in a matter of hours, fully supported and maintained for you by Certero.
- We will review your audit request and clarify the scope and terms. We will then work with your internal teams to control the flow of information passed over to the vendor to ensure you limit your exposure.
- Using the Certero Unified Platform you can gather a complete and detailed inventory using either agent or agent-less technology.
- Collate, cleanse, verify and upload any license entitlement data you provide for the specific vendor in scope, importing it into the Certero Unified Platform.
- Using the inventory data and license entitlement information, our consultants work in the Certero solution to create the Effective License Position.
- Our consultants will then analyze the ELP and conduct a contract and EULA review to provide an Audit Risk Report. This will outline the possible worst case scenario.
- We will then walk you through the ELP and Audit Risk Report, advising you on areas of concern. Providing you with the information you need to start discussions with the vendor and reduce any potential risk.
- Finally, our experts will help you answer data requests made by the vendor, interpret vendor requests, negotiation techniques and settlement processes.



## What Are The Benefits?

- You can ensure the data provided to the Auditors is within the scope of the Audit.
- Providing you with an understanding of audit documentation and guidance on the process steps of a Vendor audit.
- Technology-Led Services are designed to fit closer to your needs as they progress, so after the initial service delivery, you can simply purchase one of our Product(s) or Services.
- A single, trusted and highly secure partner – Certero’s global operations are certified to the internationally recognized ISO27001 standard for Information Security Management, for mutual security and peace of mind.
- Certero’s proven partnership approach means working as an extension to your teams, for which trust, professionalism and clear communication, expectations and delivery are paramount.
- You’ll be joining the happiest customers in the industry. Real-world customer reviews, independently verified by Gartner’s Peer Insights, rate experiences with Certero higher than any other major SAM vendor – and across every review category.

## Who Are Your Key Stakeholders?

Anybody who needs to know about your deployed software, license compliance and risks! In the event of an audit key staff members usually have to be diverted from scheduled work, having a knock-on adverse impact on day-to-day business operations, or causing delays to critical projects.

Our experience has shown that audits can have an impact on other functions such as Security, Legal, Finance, and Procurement. The information provided by Certero can easily be shared across the impacted departments within your organization. A by-product of discovering all of the software for your chosen vendor and the entitlement you hold, is a full and highly detailed report to understand your current license position.



## Additional Benefits for Existing Customers?

You have full, unrestricted access to the Certero Unified Platform that can capture your entire IT infrastructure – hardware, network, and software within a centralized, ‘single source of the truth.’ The effective license position is held within our technology, so when the Service is complete, you’ll be able to continue managing effective license position in-house.

## What's Different About Technology-Led Services?

Put simply, it’s utilizing the very best automated ITAM & SAM technology within a services framework to provide a rapid, reliable and dynamic audit defense service. Accurate and Reliable Inventory Data.

### Rapid Time to Value

Within a software audit the quicker you can gain an understanding of your compliance position the better. Our architectural advantage means that we can provision our SaaS solution in a matter of hours and gain you visibility in a matter of days.

### Accurate and Reliable Data

At Certero, we don’t place the responsibility of discovering your IT estate on you. Instead, we use our own tried and tested technology to capture a full IT infrastructure inventory, as we know that we can trust the accuracy and integrity of the data.

Get In  
Touch

Book a Demo

### About Certero

Certero deliver [software-as-a-service] IT Hardware, Software, SaaS and Cloud Asset Management solutions and services, to help enable organizations to digitally transform their IT. We do this by challenging the traditional, outdated delivery method of disappointing, point-in-time solutions, and instead deliver true unification of live IT asset intelligence across all platforms, from mobile to mainframe to cloud. All of this can be delivered securely as SaaS, in weeks - not months or years. Combined with our self-service solutions, we support organizations to drive digital transformation agendas through increased clarity, efficiency and automation. With businesses in the UK, USA and Australia, Certero is a customer-first company with a passion for customer success, earning the trust of some of the leading global brands across the finance, manufacturing, health, retail and technology sectors. That’s why Certero has more five-star reviews on Gartner Peer Insights than any other vendor, and higher scores for both product capabilities and customer service, proving now is the time to digitally transform with Certero