



SAMPro Assessment

End-to-end software asset management —
from strategy to support



Accelerate your software asset management (SAM)

Many organizations struggle to get value from ServiceNow SAM due to unclear ownership, poor data quality, and limited expertise. Incomplete discovery, inaccurate configuration management databases (CMDBs), and low user adoption often force teams to rely on manual workarounds and leave key features underused — reducing ROI and slowing down optimization efforts. This falls short of expectations, as the platform is often seen as a turnkey solution for compliance, cost savings, and software efficiency.

How SHI maximizes your ServiceNow SAM investment

SHI's SAMPro Assessment is built on ISO standards to help organizations unlock the full value of their ServiceNow SAM platform. Through a structured evaluation, we identify gaps across people, processes, and technology that may be limiting performance. By benchmarking your current maturity, we deliver a clear, actionable roadmap to reduce risk, close gaps, and build a sustainable, optimized SAM program.

What's included:

- **Maturity benchmarking:** A comprehensive review of your SAM practices against ISO standards and industry best practices to establish a clear baseline.
- **Gap identification:** Targeted analysis of weaknesses in data quality, tooling, governance, and process execution.
- **Risk reduction:** Insights into compliance and financial exposure — covering licensing, audits, and asset utilization — to help you avoid costly surprises.
- **Actionable roadmap:** A tailored, prioritized plan to improve performance and advance SAM maturity with measurable outcomes.

What sets SHI apart

- **30+ years of expertise:**
Proven success in SAM and licensing across industries and vendors.
- **Vendor-neutral advocacy:**
We prioritize your goals — not the vendors' — with unbiased, strategic guidance.
- **Global reach, local support:**
Worldwide presence with regionally aligned experts for personalized service.
- **Data-driven decisions:**
Real-world insights and benchmarks drive smarter recommendations and stronger ROI.
- **Scalable knowledge:**
Our insights build long-term organizational capability — not just one-time answers.

Start your journey by **contacting a specialist** today.

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