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SAM Maturity Assessment

Case Study

Improved SAM Governance and Risk Reduction through Livingstone's SAM Maturity Assessment

Executive Summary

A global biotech company partnered with Livingstone to assess their software asset management (SAM) practices and identify areas for improvement. Through a structured assessment process, Livingstone highlighted key strengths and weaknesses, enabling the customer to build a roadmap for SAM maturity growth and risk reduction.

The challenge

The customer is a U.S.-based biotechnology company with approximately 16,000 employees.

Like many fast-growing enterprises, they recognised gaps in their SAM governance and operational processes, particularly around compliance management.

With a complex software estate and limited visibility, they identified non-compliance risks stemming from immature SAM practices and needed expert insight to bring structure, accountability, and a clear improvement path.

FAST FACTS

Client: US Biotech Leader

Size: 16,000 employees

Sector: Biotech

Location: United States

Service: SAM Maturity Assessment

The solution

Livingstone conducted a comprehensive SAM Maturity Assessment, engaging stakeholders through in-depth interviews and targeted workshops. The assessment covered the full SAM lifecycle: procurement, deployment, usage, optimisation, and retirement—alongside governance, tooling, and reporting.

For each area, Livingstone:

- Identified strengths to be maintained or scaled
- Flagged weaknesses or gaps that presented compliance or cost risks
- Provided practical, prioritised recommendations tailored to the customer's business and operating model

This holistic approach helped the client benchmark their current position against industry best practice and establish a maturity growth plan aligned with their goals.

The outcome

The assessment gave the customer a clear and actionable roadmap to improve SAM maturity and reduce risk.

Livingstone's recommendations were used to guide internal changes and investment in governance structures, tooling, and process alignment. A follow-up assessment is scheduled in year two to measure progress, ensure continuous improvement, and drive further optimisation.

Key Success Factors

- **Cross-functional stakeholder** engagement through structured interviews and workshops
- **End-to-end SAM lifecycle analysis** for complete visibility of maturity gaps
- **Tailored improvement roadmap** aligned to organisational goals and compliance needs
- **Ongoing support** with a follow-up review to maintain momentum and track improvements

Conclusion

A SAM Maturity Assessment provides critical insight into how software assets are governed, managed, and optimised across the business.

With Livingstone's expert support, organisations can reduce compliance risks, drive greater value from their software investments, and build a roadmap to long-term SAM excellence.

Let us help you build a better SAM practice.

Contact us today.

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