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CASE STUDY

Logistics Operator Builds a Three Year ITAM Roadmap from Zero

SAM / ITAM Maturity Assessment & Advisory

L1 → L3 maturity uplift in 12 months

Executive Summary

An international logistics and freight operator had no formal Software Asset Management function despite a rapidly digitising fleet and warehouse technology stack. Livingstone's Advisory and Consulting team assessed maturity from a standing start and delivered a three year roadmap that took the organisation from Level 1 to Level 3 maturity within twelve months.

The Challenge

An international logistics and freight operator had scaled its technology footprint quickly to support fleet telematics, warehouse automation and customer facing tracking platforms, but software governance had not kept pace.

There was no formal ownership of SAM or ITAM within IT, no toolset in place and no documented process for managing licence renewals, leaving the organisation reliant on individual relationships with account managers. Leadership needed an honest, independently benchmarked starting point before committing budget to building a function from scratch.

FAST FACTS

CLIENT
International Logistics & Freight Operator

SIZE
19,000 employees

SECTOR
Transport & Logistics

LOCATION
Global

SERVICE
SAM / ITAM Maturity Assessment

SAVINGS
Maturity lifted from Level 1 to Level 3 in 12 months

The Solution

Livingstone ran a structured SAM and ITAM Maturity Assessment against an industry standard model, covering people, process, data and tooling dimensions, and benchmarked the results against comparable logistics sector organisations.

Discovery workshops with IT, procurement and finance stakeholders identified quick wins alongside longer term structural gaps, particularly around fleet and warehouse technology licensing that fell outside traditional SAM scope. Livingstone delivered a phased three year roadmap with named owners, toolset recommendations and a training and enablement plan to build internal capability rather than create long term dependency on external advisory.

The Outcome

Within twelve months of the roadmap being approved, the client progressed from Level 1 (ad hoc) to Level 3 (defined and managed) maturity, established a permanent SAM function reporting into IT Finance, and avoided an estimated £1.4M in unbudgeted renewal costs identified during the initial assessment.

Key Success Factors

- An honest, benchmarked maturity baseline rather than a generic best practice checklist
- A roadmap scoped to the realities of fleet and warehouse technology, not just traditional desktop software
- Enablement and training built into the engagement to transfer capability internally

Conclusion

> The client now runs SAM and ITAM as a recognised internal discipline with executive visibility, built on a roadmap Livingstone designed to be owned by the client, not by Livingstone.

Want to uncover hidden value in your software estate?

Get in touch with Livingstone to see how our independent advisory services can help you achieve similar results.

Contact us today

e info@livingstone-tech.com
w livingstone-tech.com

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