



» CASE STUDY

Maynilad saves several hundred thousand US dollars by using Snow Optimizer for SAP® Software

The challenge

Manual license and usage tracking cost significant time and money

Maynilad Water Services, Inc. (Maynilad) is the water and wastewater services provider for more than 9.8 million customers in the Greater Manila area. Some 2,200 staff at Maynilad rely on SAP® software, paid for on a per-user license basis, to manage essential water and wastewater services.

The sister company of Maynilad extended an Unlimited During Deployment (UDD) licensing scheme to them, enabling fixed fee payments, regardless of actual usage, for a set period.

The UDD approach eliminates the need to monitor and manage SAP licensing, and provides significant flexibility and unlimited usage when companies are in transition or transformation. Compared with the commonly known per-user licensing, UDD delivers this agility at a premium fee.

Korina Monoso, IT Operations Head of Maynilad, elaborates: “Maynilad maintained both direct licensing and the UDD model. To reduce costs and complexity, we wanted to move all users into the main Maynilad agreement when the UDD license came to its end. But manually tracking and consolidating SAP licenses during this transitional period was challenging and time-consuming. In addition, keeping track of our SAP software usage was difficult.”



» AT A GLANCE

Major water and wastewater services provider in the Greater Manila area

Industry: Utilities

Location: Philippines

Employees: 2,200 serving more than 9.8 million customers

Products: Snow Optimizer for SAP® Software

» FEATURED RESULTS

- Several hundred thousands in license costs saved
- **2,700+** licenses identified with **100% accuracy**
- SAP audit successfully defended

The solution

Exceptional service and a complete, clarified picture of licensing and usage

Maynilad realized that it needed validated data showing current SAP licensing and usage for both direct and indirect usage scenarios to successfully mitigate the risk of fee increases. With many geographically dispersed users, manual surveys would be inefficient and unreliable, so the team looked for an intelligent tool to extract and analyze information automatically.

They deployed Snow Optimizer for SAP® Software to build a full picture of their direct and indirect licensing position, including SAP BusinessObjects. The company transferred all SAP software asset management capabilities to its SAP Basis and functional teams, concluding with presentations of results to senior management.

“Snow Optimizer for SAP® Software helped us clarify our license position before the audit process commenced, with guidance on the right areas to focus on and the level of detail required,” says Monoso. “Post-delivery, we continue to receive great support in terms of additional references and upcoming licensing schemes that may be more cost effective for Maynilad.”

When the UDD agreement ended, SAP completed its software audit, and the results were compared with reports from Snow Optimizer for SAP® Software to identify discrepancies and discover the root causes. “In the short-term, Snow Optimizer helped us rationalize and clean up our SAP license allocations,” Monoso comments. “Subsequently, during the audit process, we used the data from Snow Optimizer to establish the correct usage, reduce liabilities and negotiate the best possible outcome for our company.”

The result

Clear license position and lead to optimum deal efficiencies and adaptability

Moving on from the expiration of the UDD, Maynilad now operates Snow Optimizer for SAP® Software as its standard SAP license management solution. Each month, the company reports on SAP access and user privileges, manages its internal audit processes, and establishes its current license position.

“A clear understanding of our SAP environment enabled us to negotiate the right deal with SAP. Based on the validated data provided by Snow Optimizer, Maynilad was able to avoid several

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Maynilad selected Snow Optimizer for SAP® Software because it is quick to implement and easy to configure, without impacting SAP. Both SAP and KPMG certify Snow Optimizer for SAP® Software, and it is a Gartner Magic Quadrant leader, which confirmed our choice.”

Korina Monoso,
IT Operations Head,
Maynilad



hundred thousand USD in potential audit exposure compared with an unmanaged UDD license,” says Maynilad CIO Francisco Castillo.

For example, the company can now monitor license usage and status across all SAP platforms. The solution allows automatic cross referencing, ensuring non-duplicity of accounts. In many cases, Maynilad can maintain an optimized number of licenses assigned with the appropriate and most cost-effective license type.

One specific illustration is how Maynilad uses Snow Optimizer to rationalize its SAP BusinessObjects licenses. SAP BOBJ licenses were matched against ECC Professional, which is instantaneous using Snow Optimizer for SAP® Software. Aligned with SAP’s changing license metric scheme, this solution helps Maynilad adapt almost immediately.

“With our previous processes, simply discovering the users and extracting the data from different systems would take more than five hours, followed by manual comparison in Excel worksheets. With Snow Optimizer we can extract reports quickly, advise our CIO, and make fact-based decisions to optimize our SAP licenses,” says Monoso.

Castillo concludes, “Like many other companies, we are very budget-conscious. Snow Optimizer for SAP® Software gave us the confidence to defend our SAP audit successfully, ensuring we run the most cost-effective licensing regime, and allowing us to deliver operational excellence to our more than 9.8 million customers.”

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Based on the validated data provided by Snow Optimizer for SAP® Software, Maynilad was able to avoid several hundred thousand USD in potential audit exposure compared with an unmanaged UDD license.”

Francisco Castillo,
CIO, Maynilad

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