About CAD R&D Center PROGRESS Ltd.:

CAD R&D Center PROGRESS Ltd. is a leading Bulgarian IT company with a 30 years history on the market. The company is an official partner of Microsoft Corporation and Dell Inc. as a system developer and integrator since 1991. At present the company holds status for Microsoft Large Account Reseller and Gold Partner in the sphere of Software Asset Management, Volume Licensing, Virtualization, etc.

Business goals:

• The Council of ministers wants to automate the process of providing software licenses to the government organizations

• The Council of ministers needs a clear vision on the quantity and the structure of the provided licenses

• The Council of ministers needs an electronic system, which will accomplish the above mentioned goals in secure and reliable manner.

• The Council of ministers needs stable and agile platform reducing further investments needed for implementation of document management system, e-learning system functioning in a common and stable environment.

• The Council of ministers needs to have a vision on the needs of the government administration for further extension of the current contract for software licenses.

Centralized portal for management of the software assets - System for Management of the Licenses in the State Administration

Abstract from Reference letter signed by Rosen Zheliazkov – Secretary General of the Council of Ministers, Republic of Bulgaria

"Administration of Council of Ministers of the republic of Bulgaria issues this reference letter to CAD R&D Center PROGRESS Ltd. stating that, the company is long-term and reliable partner of the Bulgarian State Administration.

During the period 01.06.2008 – 31.05.2011 CAD R&D Center PROGRESS Ltd. realized Software Asset Management (SAM) services, delivery of software licenses and software assurance of Microsoft products in execution of contract № МДААР 140/28.12.2007 and Addendum MC-25/26.02.2010"

Abstract from Reference letter signed by Radostina Zaharieva – Director of Directorat "Administrative services"

"I hereby certify that the company CAD R&D Center PROGRESS Ltd. developed, implemented and maintained a System for Management of the Licenses in the State Administration.

Through the system has been realized the overall administrative control of the application process, procurement, monitoring and reporting of delivered products, licenses and any additional benefits"

The Client

Council of Ministers of the Republic of Bulgaria

The Council of Ministers is the main body of executive power in Bulgaria. Its managing bodies are the Prime Minister, Deputy Prime Ministers and Members - line Ministers.

At the moment, the Council of Ministers of Republic of Bulgaria is the biggest Microsoft client in the country with more than 100 000 installations and 529 separate structures. Until now all the activities around the process of requesting, providing licenses and reporting of the quantities and structure of provided licenses were documented on paper.

The Challenges

Nowadays, The Council of Ministers of Republic of Bulgaria faces many different challenges in situation of budget limits and optimization of expenses, but at the same time needs the achievement of modern technological level at all National structures. All these challenges require a new approach of reassessment of the current technological solutions.

Council of Ministers, Republic of Bulgaria is focused on modernizing the states administration structures, and is interested in reducing costs in the public sector and providing administrative services to the citizens and states administration in a modern and convenient manner.

Business Goals

Council of Ministers has the following business goals:

- The Council of ministers wants to automate the process of providing software licenses to the government organizations
- The Council of ministers needs a clear vision on the quantity and the structure of the provided licenses
- The Council of ministers needs an electronic system, which will accomplish the above mentioned goals in secure and reliable manner.
- The Council of ministers needs stable and agile platform reducing further investments needed for implementation of document management system, e-learning system functioning in a common and stable environment.
- The Council of ministers needs to have a vision on the needs of the government administration for further extension of the current contract for software licenses.

The Solution

CAD R&D Center PROGRESS looks forward to helping Council of Ministers, Republic of Bulgaria to successfully use the benefits of SAM process and explore the virtualization opportunities to meet their goals.

Our SAM services are designed to address the following customer challenges:

- Lack of exact and full information about the installed and used software assets in the clients' structure;
- Lack of exact and full information about the owned by the client software assets;
- Lack of exact and full information about the deficit and excess of concrete software assets, owned by the client;
- Lack of defined policies for acquisition and usage of software assets in the whole organization;
- Lack of complete strategy for management of the software assets;
- Probability of usage of illegal (not licensed) software;
- Not-usage of already made investments in case of excess;
- Lack of forecast and planning of the budget for acquisition of software assets;
- Lack of control in acquisition and usage of software assets;
- Readiness of the clients' hardware for installing Windows 7 and Microsoft Office 2010;
- Readiness of the clients' servers for migration to Windows Server 2008 R2 Hyper-V and usage of Virtualization technologies and Cloud computing

Based on the above mentioned business goals and customer challenges of Council of Ministers and all 529 structures of the State Administration, CAD R&D Center PROGRESS developed the SULDA system (System for Management of the Licenses in the State Administration). The system has the role of a centralized portal for management of the software assets of the client. In parallel with system development, CAD R&D Center PROGRESS realized training for SAM process to all responsible persons from every structure. These persons received all necessary materials and instruments. The specialists of CAD R&D Center provided consulting assistance in realization of the SAM process in all these State structures. The SULDA system consolidated the results from software inventories and made a clear vision to Council of Ministers for situation in the State Administration structures. As a partner of Council of Ministers, CAD R&D Center provided consulting assistance in comparing the information for installed software assets and the available licenses. As a result of this comparison, Council of Ministers has made a dynamic redistribution of the software assets in all subordinate structures in order to achieve optimal usage.

Based on this information, there is an integrated module in SULDA, which is responsible for the policies of acquisition and usage of software assets. The system is a SharePoint based portal fully integrated with Windows Active Directory, including the user accounts of all of the structures. By means of all this,

there is realized an authenticated access to the system, so that every responsible person from every structure receives information and ability for management of its own allocated fixed amounts of software products.

Thus Council of Ministers supervises the used software assets, in accordance with the overall strategy for their management. The system includes a reporting module, providing opportunity for Council of Ministers to receive comprehensive information with the help of several pre-defined queries.

Through all of the above mentioned instruments and actions, CAD R&D Center together with Council of Ministers had realized complete SAM process, that manages the software assets of more than 100 000 end users. All this helps for reducing many times the necessary time and resources. Customer satisfaction increased repeatedly, because the all this gives answers to all business goals of Council of Ministers that are mentioned above.

The described SAM service has been realized through full integration with the products and technologies of Microsoft. The SULDA system presents an integrated decision based on Microsoft Windows Server, SharePoint Server, SQL Server.

As additional benefits, SULDA integrates localized e-learning modules, developed by CAD R&D Center PROGRESS, newsgroups, etc.

What differentiates us from competitors?

Our SAM services are directed fully to Microsoft and use only Microsoft technologies and instruments.

We have trained specialists with different qualification, so that we can propose to our clients competent and complex solutions in every problem sphere - LAR Sales specialists, financial skilled specialists, and technical skilled specialists.

SULDA system has been developed on the basis of already possessed Microsoft products (Microsoft Windows Server; SharePoint Server; SQL Server per proc.), and access is secured with client licenses for access as a part of Core CAL.

This leads to lack of the need for additional funds for realization of the project, repeatedly lowering its price.

This helped us against competitive proposals, based on IBM and VM Ware solutions in most of the 529 structures of Council of Ministers. CAD R&D Center has made an 80 times cheaper offer for management of the software assets in these structures, based on the company resources and MAP Tool. According to our company information, still there isn't a successful/winning proposal of the competition, respectively IBM/VM Ware technologies.

For more information

For more information about products and technologies of Microsoft Corporation you can contact the Information Center of Microsoft Bulgaria at 0800-1-5555 or visit www.microsoft.com/bulgaria .

For more information about products and services of CAD R&D Center PROGRESS Ltd. you can call +3592 870 91 11 or visit www.progress.bg.