



1E SHOPPING: USER SELF-SERVICE  
PROVISIONING

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# ARUP SAVES \$1 MILLION IN SOFTWARE COSTS

User self-service provisioning of applications and services through 1E Shopping avoids unnecessary spend on help desk costs and frees up the IT team for core tasks

# ARUP

## Challenge

Engineering company Arup wanted an automated solution where users could choose, download and install software themselves whenever they wanted, in the fastest time possible.

## Solutions

Arup selected Shopping, the enterprise app store, which enables users to select and install their own software within minutes of the original request.

## Benefits

- Identified more than \$1 million savings
- 148,137 software installs processed in a two year period and more than 37,000 man hours eliminated
- Self-service, intuitive solution for users
- Freed up the IT team for core tasks
- Branded with Arup look and feel.

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## Software delivery takes minutes eliminating more than 37,000 man hours in two years.

### About ARUP

ARUP is an independent firm of designers, planners, engineers, consultants and technical specialists offering a broad range of professional services.

[www.arup.com](http://www.arup.com).



### About Shopping

Shopping empowers users to install software, Operating Systems and services at a time when it suits them without disrupting their daily workload. The self-service automation of the request, approval and delivery process means users can download the software and services from the enterprise app store within minutes and dramatically reduces the number of software requests that go through the helpdesk.

An independent engineering company with 10,000 employees, Arup selected 1E Shopping for user-centric downloads and installs of software. Now, users go to the Arup Software Shop portal from where they can choose, download and install or reinstall software within minutes.

They see the cost of the software at the time they want to install it. “We have reduced our software licensing bill by being transparent with users,” says Richard Barnes, Global Automation Team Leader, Arup. If they choose software that has an associated cost then they have to follow a request process. This mainly happens when their request falls outside of an Enterprise Agreement. They need to justify the reason they need that particular application which their manager gets to see and approve. “Some users realize they can’t justify, or just don’t need a full version of an application, and choose a free alternative or viewer in its place, saving on average \$950 at a time.”

**“We have saved \$1.16 million over two years, which equates to 148,137 software installs processed and more than 37,000 man hours eliminated.”**

**Richard Barnes, Global Automation Team Leader, Arup**

“We have saved \$1.16 million over two years, which equates to 148,137 software installs processed and more than 37,000 man hours eliminated. These are conservative figures as we only put \$12 against servicing a request and 15 minutes per application install,” says Barnes. “In reality the cost and time taken would be more.”

Branded with Arup’s look and feel, users find Shopping to be very intuitive, they are as comfortable selecting the apps they want as they would be on iTunes. Users are able to install software within 15 minutes of making a request and this automated process comes into its own particularly for employees who work out of hours. They do not have to wait until the start of the next working day to download and start working with it.

“In addition, we can be proactive about reclaiming software from users, because if they need the software at a later date they can go to the Shopping portal and download it again. This virtuous circle of reclaim and user-centric download makes our software licensing more cost-effective and efficient,” Barnes concludes.

### About 1E

1E’s suite of disruptive IT operations management tools save billions, solve problems and simplify the management of large, complex IT environments – in record time. Designed with a singular focus to help drive down costs, 1E’s solutions include tools for IT asset management, Windows systems management and BYOPC.

### Contact us

UK (HQ): +44 20 8326 3880 US: +1 866 592 4214 India: +91 120 402 4000 [info@1e.com](mailto:info@1e.com)

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