



**PROVANCE**

IT Asset Management for Microsoft® System Center



Customer Solution  
Success Story

## First Wind® Powers IT Asset Management with Provance®

### Overview

**Country or Region:** United States

**Industry:** Energy

**Customer Profile:** First Wind is an independent renewable energy company headquartered in Boston, MA. Their focus is on the development, financing, construction, ownership and operation of utility-scale power projects in 25 locations across the Northeastern and Western regions of the United States and Hawaii.

**Business Situation:** With a basic spreadsheet-based ITAM program and SharePoint-based ticketing system in place, First Wind lacked the tools, technology and processes required to support existing and future power projects.

**Solution:** First Wind selected and implemented new IT infrastructure from Microsoft® and Provance® for IT Service Management and IT Asset Management.

### Benefits

- Integrated IT Asset Management and IT Service Management
- \$165,000 in savings from hardware refresh planning
- Software Asset Management capabilities to optimize license agreements

Leader in green energy finds \$165,000 in savings through hardware refresh planning, identifies software license surplus available for reallocation.

“Overall, Provance and System Center have made life much easier for us. The flexibility provided by the combined solutions will let us continue to transform into a more and more proactive IT organization rather than a reactive one.”

- Alice Tewksbury, Director of IT

As a company differentiated by innovation and nimbleness in the highly competitive energy sector, First Wind® is heavily reliant upon IT for its success.

“IT supports infrastructure build out for every single First Wind site, and connectivity to 16 projects at the moment,” said First Wind IT Director Alice Tewksbury. “First Wind depends on our IT organization as a source of business advantage.”

To further support and facilitate the company’s success, First Wind selected and implemented new IT infrastructure from Microsoft® and Provance® for IT Service Management and IT Asset Management.

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- Alice Tewksbury  
Director of IT  
First Wind

## The Right Capabilities at the Right Price

In choosing a solution for their Service Desk and IT Asset Management needs, First Wind evaluated three offerings: Altiris™ by Symantec™, BMC Software®, and Microsoft System Center with the Provance IT Asset Management Pack. First Wind selected the combined Microsoft – Provance solution on the merits of its strong, seamless integration between IT Service Management and IT Asset Management and significant cost benefits. With a Microsoft Enterprise Agreement already in place, First Wind had existing licensing for Microsoft System Center.

According to Tewksbury, “Our existing EA [Microsoft Enterprise Agreement] and the included System Center licenses meant great cost savings over Altiris.”

As well, Active Directory® and a pilot deployment of Configuration Manager for system imaging were already implemented. In addition to savings on license acquisition, First Wind also benefited from significantly lessened deployment and training costs, accelerated time to result and consolidated supplier management.

## A Business Perspective on IT Asset Management

A key IT objective for First Wind is to provide both business support and improved IT operations. First Wind uses the Provance IT Asset Management Pack for visibility into spending and to foster greater fiscal accountability. Hardware and software are assigned to individual users, and asset costs are allocated to internal cost centers, departments and projects. Reporting and notification allows First Wind to more effectively manage contracts, and the company is able to optimize its use of warranties and insurance coverage.

Operationally, the integration between IT Service Management and IT Asset Management on a single, common platform provides information supporting more efficient and cost effective incident resolution and change management. Front line IT staff can now take better operational decisions with access to details like past issues, who made requests to purchase new computers, ties back to policy, and forecast replacement costs. Similarly, operational detail allows better tracking of cost center budgets, more accurate annual spending forecasts, and better cost management of support renewals.



IT Asset Management for Microsoft® System Center

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- Alice Tewksbury  
Director of IT  
First Wind

“Now we’re much more responsive,” said Tewksbury. “For something like a last minute request for a new hire coming in a week, we used to have to go through a time consuming purchasing procurement process, buy a new laptop, image it, and so forth. Now, for something that’s urgent, we can see what we already have in house and temporarily borrow inventory from another cost center without any delay or messing up allocations.”

### A Huge Pay Off from Hardware Refresh Planning

In the first year of implementation, First Wind carefully inventoried and recorded all hardware assets valued at \$500 or more within the Provance IT Asset Management solution: A total of 3,800 hardware assets comprised of 500 desktops and laptops, 400 physical and virtual servers, and 3,100 physical assets, including SANs, routers, and security devices. It didn’t take long for the effort to yield a significant pay off.

“This year we used Provance to manage our refresh cycles,” said Tewksbury. “We were able to accurately report on hardware reliability based on incidents, and identified 100 computers whose life could be extended another year by renewing support contracts at a cost of \$150 each. Compared to a replacement cost of \$1,800 that alone gave us \$165,000 in savings.”

### Recovering Value from Surplus Software Licenses

In addition to the substantial savings realized through hardware refresh planning, First Wind has also benefited from the adoption of software asset management, or SAM. First Wind uses the Provance IT Asset Management Pack to proactively manage software to optimize their license agreements. By combining details about exactly what software is in use from Microsoft System Center 2012 – Configuration Manager, with license and contract detail maintained in the Provance IT Asset Management Pack, First Wind is able to identify under use of licenses and support, and potential compliance risks from software that is under licensed.

“SAM was quite helpful in our recent license true up with Microsoft,” said Tewksbury. “For example, we were able to identify a 7 to 8 percent surplus of Project and Visio licenses. At \$400 per license, that gets us more value from our Microsoft agreement by letting us invest in other software that will actually be used.”

For more information  
call Provance at 877-438-  
1453 or visit the website at  
[www.provance.com](http://www.provance.com)

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## A Commitment to Continuous Improvement

Building on the strengths of their early successes with the Provance IT Asset Management Pack, First Wind is continuing to evolve and mature their IT Service Management and IT Asset Management solution.

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To evolve further towards highly automated, Dynamic IT, First Wind has recently implemented the Provance Data Management Pack, and has plans to adopt the Microsoft System Center 2012 – Service Manager self service portal.

“Data upload with XML coding using the Service Manager CSV connector can be quite labor intensive,” says Tewksbury. “DMP [the Data Management Pack] will let us automate better and perform bulk updates instead of doing imports one by one using the GUI.”

“Overall, Provance and System Center have made life much easier for us. The flexibility provided by the combined solutions will let us continue to transform into a more and more proactive IT organization rather than a reactive one,” said Tewksbury.