

SAP LICENSE MANAGEMENT

USU SAM for SAP® Software

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USU SAM for SAP® Software Achieves SAP License Management Certification from the ITAM Review

Executive Summary

The ITAM Review certifies USU SAM for SAP® Software, the successor of USU Optimization for SAP® Software, as suitable for SAP License Management.

The ITAM Review's [SAP License Management Certification](#) is designed to help worldwide ITAM professionals identify tools suitable for managing SAP licensing and provide tool providers with an independent verification of their SAP license management features.

The certification report is based on a detailed survey, a product demo to the author, and two verified customer references.

About USU

USU provides software and service solutions for IT and customer service management. Its solutions enable companies across the globe to respond to the shifting needs of customers and employees in today's digitised work world. It facilitates smarter services, streamlined workflows and improved collaboration, and in so doing, contribute to the success of its customers in increasingly demanding and dynamic markets.

Founded in 1977, USU has continued to pursue its growth strategy and has constantly expanded its business fields. Today, it bundles its product business in USU GmbH, which is majority-owned by US financial investor Thoma Bravo. With around 650 employees worldwide, it supports its customers by providing smart software and service solutions.

Survey Responses

How does your implementation help organisations identify and remove inactive SAP users?

Based on several factors, inactive users are recognised and presented in an understandable, consolidated manner. To explore alternative scenarios, users can change the number of days since their last logon. Customers can designate accounts for deletion and deactivate them in the main system, so terminating their validity. The alterations will also be coordinated with other SAP systems.

How does your implementation help organisations identify and remove duplicate users?

The system finds duplicates based on customisable criteria. Following customer naming standards, users can match and compare based on criteria such as email address, login, department, cost center, first name, last name, and display name. It is possible to write a global identification marker back into the SAP accounts. Customers can also utilise this identity as a criterion for consolidation.

Survey Response

How does your implementation allow organisations to assign the correct user type against active users and authorisations?

We have a team of in-house consultants with in-depth SAP knowledge. As a team, we have created rulesets that import data from the SAP environment and then apply specific rules to filter and sort this data, ensuring the correct license type is assigned. Our rulesets align with SAP's standard definitions while adapting to unique customer environments and SAP contracts. They automate license classification for users listed on the SAP price list by using criteria based on general attributes, usage patterns, and authorisations. Additionally, we can combine various rule types for more precise classification.

For customers requiring license assignment based on authorisations due to contractual agreements, we utilise the USU authorisation ruleset functionality, which classifies licenses solely based on assigned authorisations.

Customers can easily modify individual license types or mappings within the ruleset.

Upon executing the provided recommendations, license optimisation is instantly applied and synchronised across all SAP systems, ensuring accurate reflection in future LAW reports requested by SAP. The integrated process manager supports regular reconciliation and continuous compliance.

Uniquely, we provide a FIORI ruleset that facilitates automatic compliance checks, making license management more efficient and straightforward for our customers.

Just like before, you can still automatically check whether:

- Pure use of Line of Business (LoB)
- No use license required, LoB purely per respective metric (e.g. revenue, users, employees).
- Use of LoB and LoB-related core components
 - Also, still no use license required
- Use of LoB and use from the entire core component area

Survey Response

Once an initial baseline and compliance position is reached with SAP – How does your implementation support the customer with on-going monitoring and optimisation of SAP licensing?

Our process manager makes it easy to plan all solution phases, including data import, optimisation, and the identification and write-back of Named User licensing types. The master ruleset is applied regularly and customised to satisfy the needs of the customer's Named User licensing portfolio. Thanks to this automated solution, the organisation will always get current compliance reports.

How does your implementation help organisations identify and manage indirect access / digital access to SAP products?

Effective Digital Access management with USU SAM for SAP® Software involves a comprehensive approach that includes importing and integrating Digital Access data from SAP systems, as well as third-party product data, to analyse the usage of technical users. USU's solution generates prioritised lists of interface users based on metrics such as CPU time, dialog steps, and executed reports. In addition, it can help consultants to differentiate SAP and non-SAP usage.

We are constantly developing the 'Document Passport' function of our SAP application so that customers can see which user has triggered which document. A thorough financial risk assessment is conducted to evaluate the costs associated with each interface, enabling customers to compare different license models, including the legacy indirect access model and Digital Access.

Access to USU's SAP license experts provides valuable insights and guidance for making informed licensing decisions. Furthermore, automated reporting and monitoring tools, including dashboards and compliance reports, offer real-time visibility into potential issues and licensing risks. The integration of advanced functionalities like the Passport Solution ensures precise data import, while USU SAM for SAP® Software's process manager automates the scheduling of tasks. Regular reconciliation and compliance checks maintain accurate records, allowing organisations to optimise their Digital Access, minimise financial risks, and ensure adherence to SAP licensing agreements.

Survey Response

How does your solution help organisations manage SAP licensing against specific business metrics / SAP packages?

The metric engine document in the support portal and the relevant contract items may be precisely linked to the SAP measurement data of packages and engines obtained from the LAW2 report. Customers may see what was licensed, what SAP measured using the LAW, and if the measurement data from SAP is trustworthy thanks to this comprehensive view. It's crucial to remember that the USMM and LAW measure more than 40% of all packages and engines erroneously, requiring manual setup or SAP notes to rectify. This vital information is provided by USU SAM for SAP® Software in a single view for each SAP product that the customer has licensed or utilised. To immediately refresh previously prepared reports and give clients a current picture of their licensing statuses, users can import up-to-date LAW2 reports.

Before sending in their official measurement findings to SAP, users of SAP are empowered by this tool to take the appropriate actions.

Administrators may also monitor usage for each engine statistic by using USU SAM for SAP® Software, which also gathers engine measurement information. Furthermore, it facilitates the administration of data pertaining to self-declaration engines, guaranteeing thorough control over all pertinent information.

Survey Response

How does your solution help organisations manage S/4HANA, both on-premises and in the cloud?

To predict possible expenses in the S/4HANA environment, USU SAM for SAP® Software uses Named User simulation analysis. This allows users to model different license situations. For example, it lets users examine how new S/4HANA metrics during migration through contract or product conversion will affect the Named User license allotment. This research reveals prospects for cost savings that SAP clients may use to their on-premises or cloud-based S/4HANA license purchases, enabling well-informed decisions about post-migration license assignments and migration methods.

Furthermore, by utilizing the USU master ruleset, USU SAM for SAP® Software replicates the shift from SAP ECC Named Users to SAP S/4HANA Use Types, automatically allocating the most efficient SAP S/4HANA licenses. USU SAM for SAP® Software analyzes all transactions inside each SAP account, displays the new S/4HANA licensing contract, and automatically right sizes license types to monitor real usage even after the migration to S/4HANA.

Analyst Observations and Conclusion

The following items were noted by the analyst during the live demo and in conversations with USU.

- USU SAM for SAP® Software is a very mature product with an experienced Product Management and technical team behind it. The roadmap is clear and there is a proven commitment to rapidly adjust the product to meet SAP license policy and metric changes, such as S/4HANA and Fiori.
- Deployment is flexible with options including on-premises and hosted by USU. The solution is available standalone from other USU products.
- Key to the success of the tool is the detailed and highly configurable USU license allocation ruleset. This proprietary ruleset may be thought of as being like the software recognition service built into general purpose SAM tools. References note that this ruleset can be modified, either by the customer or USU consultants, to take unique contract terms into account.
- SAP License Management is complex, USU recognises this, and their “Tool plus Service” approach enables organisations without teams dedicated to SAP License Management to optimise their SAP estate and derive the best value from deploying USU SAM for SAP® Software. Services are a paid-for engagement.
- The product provides rich functionality for the measurement of digital and indirect access.
- USU SAP product and services equips customers to make informed decisions in engagements with SAP such as RISE.

Conclusion

USU’s SAP solution continues to evolve to meet new requirements such as S/4HANA migration, RISE for SAP, and the new Fiori application environment. This puts it in a leading position in the SAP optimisation tool market. A feature of USU is its tool plus services approach, and this is particularly suited to this product due to the complexity of SAP licensing.

Both references note the tool provides excellent value for money and price/performance ratio.

Customer Reference

- 8/10 solution rating
- Easy installation and upgrade process
- Good customer support

European Infrastrucutre Engineering Company

This reference is based in central Europe and employs around 17,000 people.

It chose the solution following internal review because it was the best on the market for their needs. It makes use of the wider suite of USU ITAM tools too. It uses the tool to optimise its SAP estate and to gather license information for SAP.

It found the installation and upgrade process to be easy, but it did encounter some issues with updates that were resolved via support calls.

Customer support is reported to be good although it notes it feels software updates would benefit from better quality control and that some parts of the solution look out-of-date in terms of user experience. It also feels documentation could be more comprehensive.

Overall, it rates the solution at 8/10.

Customer Reference

- 7/10 customer support rating
- Value for money and price/performance ratio

European Transport Engineering Company

This reference is a multinational engineering and manufacturing company headquartered in Germany. It has around 30,000 employees and a large, complex, and distributed SAP estate. In addition to USU SAM for SAP® Software, it also utilises other USU products, including License Manager.

This company selected the product based on its price/performance ratio. Early in the adoption of the product, it found several issues, but these were resolved by support. It feels the installation and configuration phase could benefit from more communication. Currently, it uses the tool for the creation of its license compliance balance sheet and are starting to optimise their estate. It expects to use the tool in planning their migration to S/4HANA and to respond to audits (if required).

Customer support was rated at 7/10 with a request for a larger and broader implementation team, particularly regarding technical support. It wasn't always clear who was dealing with implementation issues or the progress of those issues.

Overall, they are satisfied with the product.

About ITAM Review Certifications

The ITAM Review develops and maintains community-sourced certifications for ITAM-related tools and services. Each certification consists of a survey, product review and two independent customer references. We welcome additional reviews of the product or service via The ITAM Review Marketplace.

About the ITAM Review

Founded in 2008, The ITAM Review provides independent news, reviews, and analysis for the global IT Asset Management community. In 2024, the ITAM Review was acquired by the ITAM Forum, a global, not-for-profit, membership organisation for the world-wide ITAM community.
