

# InishTech Customer Story

**Customer:**  
Provance

**Location:**  
Quebec, Canada

**Products:**  
Provance IT  
Asset  
Management

**Executive:**  
Gord Watts, VP  
Product  
Development

**Profile:**  
Provance is the leading provider of IT Asset Management Solutions for Microsoft System Center. For over 13 years Provance™ IT Asset Management software has been used by mid- to large sized enterprises and government organizations to drive down IT costs, increase service management efficiency, and reduce security and compliance risks.

## TAKE CONTROL OF IT COSTS.



### Background

IT Asset Management Pack from Provance is a process management pack that runs within Microsoft® System Center Service Manager. It supplements the Incident, Problem and Change Management capabilities of Service Manager with powerful IT Asset Life Cycle Management and Software Asset Management. Provance VP of Product Development **Gord Watts** takes up the story.

### Requirement

“Provance required the ability to protect our code and intellectual property, license software with flexible configurations and business models, and track the performance and profitability of our products. Where possible, we collaborate with best of breed partners to allow us to develop better products and get to market more quickly.”

### Solution

“We selected InishTech to fulfill this need. The Software Potential Service provides Provance with a fully managed Product Licensing and Management solution that delivers greater flexibility in licensing and protects core IP. It allows us to concentrate on delivering the best products and solutions to the market without the costly infrastructure and distraction of maintaining a complex licensing system. The result is that Provance can get our products to market faster.”

“We customized the System Center Service Manager Console to include the Software Potential APIs to manage and upgrade licenses at the customer’s site. This way, to change the scope of the license, the customer can use a tool that they are familiar with. The APIs are also used to query licenses installed by the customer. Installation includes both server and console installation. This custom integration of Software Potential into the Provance Console was accomplished by 2 people within 2 months, demonstrating the ease of integration of InishTech.”

### Benefits

“The complete, turnkey service that InishTech provides lets us focus our development effort and confidently delegate our software licensing and protection to the experts.”

