

Oracle SaaS License Management Transforms Adrian Steel's Operations



Adrian Steel is a leading U.S. manufacturer of contractor grade products and storage solutions including heavy-duty shelving, drawers, cabinets, partitions, ladder racks, and accessories to organize tools and equipment in commercial vans and trucks. Founded in 1953 and headquartered in Adrian, Michigan, the company offers both standard and custom solutions for various trades and industries, aiming to increase productivity, safety, and the return on investment for its customer.

Significant Usage Optimization | Improved and Faster Decision-Making | Enhanced Operational Efficiency

Executive Summary

Adrian Steel faced significant challenges in managing its Oracle SaaS subscriptions, characterized by complicated license assessments, a lack of transparency into usage, and increasing inefficiencies that led to potential overages and misaligned costs. Manual processes for tracking and evaluating SaaS licenses were cumbersome, time-consuming, and hindered agile decision-making regarding resource allocation. Identifying the true license consumption per user and role configurations, as well as affects from default roles, proved particularly difficult.

Challenges

The organization sought to modernize its SaaS license management due to several pressing issues:

- **Complex License Assessments:** Traditional methods of assessing Oracle SaaS licenses were highly complicated and inefficient, making accurate usage tracking and compliance extremely arduous.
- **Lack of Transparency in Subscription Management:** There was an absence of clear visibility into how subscriptions were allocated and utilized across different departments and individual users.
- **Overages and Inefficiencies:** The organization identified potential overages in its Oracle SaaS subscriptions, particularly those attributed to the hosted named user metric, and struggled to pinpoint the exact sources of these overages. This prevented Adrian Steel the ability to efficiently make decisions that immediately affect their usage.
- **Delayed and Inaccurate Decision-Making:** Without real-time, actionable data, decision-makers relied on manual reports and estimations, which slowed down their ability to make informed decisions about SaaS optimization.

- **Need for Optimal Resource Alignment:** There was a strong imperative to ensure that role-based and user-based license models were effectively aligned with organizational goals and departmental budgets, maximizing resource utilization.

Environment

- Oracle Base Database 23ai
- Oracle APEX 24.1.0
- Oracle Load Balancer
- Oracle Web Application Firewall
- Tomcat
- ORDS components.

Apps License SafeGuard Implementation

Adrian Steel partnered with Apps Associates to implement Apps License SafeGuard, a cutting-edge subscription management tool specifically designed for Oracle SaaS environments. This solution established a centralized platform with automated reporting and drill-down capabilities, providing unparalleled visibility and insight into their Oracle SaaS subscriptions. It was chosen to transform how the organization managed its licenses by normalizing procedures and clarifying usage.

The Apps License SafeGuard environment was deployed on Oracle Cloud Infrastructure (OCI), which includes setting up security domains, building network infrastructure, deploying Oracle Base Database service and OCI Load Balancer, configuring security with WAF(Web Application Firewall) and configuring object storage. Terraform was used to deploy the infrastructure and the subsequent configurations of applications like Tomcat, ORDS and APEX alongside crucial security measures and backup configurations. Integration to the customer's system and comprehensive security scans are all performed before the handover of the Apps License SafeGuard environment to the client.

- **Initial Setup and Data Integration:** The Apps License SafeGuard tool was linked to the customer's SaaS pod, facilitating the regular synchronization of usage quantities. The customer provided their specific pricing and service term details from Oracle ordering documents, either through manual entry or by uploading a prepared Excel template. This crucial setup information formed the basis for all cost impact calculations within the tool.
- **Enhanced Security Measures:** Role-Based Access Control (RBAC) was a core component, ensuring that only authorized users could make critical changes, such as updating entitlements, modifying customer pricing, or adjusting other system settings within Apps License SafeGuard. This provided confidence that sensitive configurations were handled exclusively by trusted team members. Future enhancements will introduce administrative, customer administrative, and end-user roles with varying levels of access.
- **Deployment of Streamlined Views for Insights:** Apps License SafeGuard provided a variety of specialized views designed to offer actionable insights at every organizational level:
 - **Hosted Named User View:** This view offered a clear representation of license utilization, closely mirroring Oracle's SaaS Metric Usage Report. It allowed users to drill down to identify specific role-privilege combinations that triggered license requirements. Overages were highlighted for quick identification.
 - **Department-Level View:** Enabled the analysis of usage of cloud service at the department level, offering drill-down capabilities for detailed insights into department-specific costs and personnel usage.
 - **User View:** Allowed the organization to pinpoint the exact usage attached to individual users and review their authorized services to eliminate inefficiencies. It clearly displayed the usage impact for each user.
 - **Role Cost View:** Facilitated the quick identification of low-use or misaligned roles and their associated impacts. This view provided insights into the role-privilege triggers for various cloud services.
 - **Department Costing View:** Provided an overall summary of user counts and associated impact specific to each department, enabling side-by-side comparison and identification of areas for improvement.
- **Configuration and Customization:** The organization gained the flexibility to manage cloud service visibility, choosing which services to include or omit from high-level summaries and charts. They could also manage service triggering license information for specific roles and privileges.

Benefits

The implementation of Apps License SafeGuard resulted in immediate visibility, enhanced operational efficiency, and significantly improved decision-making. The organization gained the necessary clarity and control to optimize resource utilization and is now better positioned for future growth through predictive usage management.

The adoption of Apps License SafeGuard fundamentally transformed Adrian Steel's approach to SaaS subscription management, delivering substantial and measurable benefits.

- **Comprehensive Visibility and Control:** The organization achieved transparency into its SaaS resource allocation and usage, empowering them to actively monitor and adapt subscription consumption to align precisely with their evolving business needs.
- **Significant Usage Optimization:** By readily identifying misaligned roles, unnecessary entitlements, and unused features through the tool's intuitive drill-down capabilities, the organization was able to reduce inefficiencies and maximize usage optimization. For instance, identifying instances where Human Resources users were triggering Order Management licenses allowed for prompt corrective actions.
- **Improved and Faster Decision-Making:** Immediate access to actionable insights through streamlined views and simplified reporting eliminated guesswork, enabling quicker, more confident, and informed decisions regarding SaaS subscriptions and resource allocation. The tool provided the basis for these informed decisions.
- **Enhanced Operational Efficiency:** Apps License SafeGuard normalized complex procedures and significantly reduced the need for manual processes by IT and administrative teams, leading to substantial time savings.
- **Strategic Alignment:** The ability to conduct usage impact analysis for both role-based and user-based models empowered decision-makers to strategically align roles and budgets with overarching organizational goals, ensuring optimal resource utilization.

Apps License SafeGuard provided the organization with the clarity and control necessary to master their Oracle SaaS subscriptions, transforming a complex challenge into a strategic advantage for continuous optimization and compliance.

About Apps Associates

Apps Associates is a premier enterprise applications and technology advisor, counseling and executing across every stage of the enterprise transformation journey - not just the destination. For more than two decades, Apps Associates has closely collaborated with decision makers across nearly every industry, offering end-to-end integration, modernization, and cloud migration services. By helping to break down the silos within today's most complex business challenges, Apps Associates is unlocking solutions and efficiencies that scale into future opportunities.

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