

CPL24 Hoster

Infrastructure & Compliance Management for Cloud Service Providers



CPL24
COMPLIANCE PREMIUM LINE

We are an international software provider based in Germany with a focus on IT infrastructure & lifecycle management. With 20 years of experience, we understand your requirements and deliver solutions that add value in an integrated way. We are your partner in providing inhouse software solutions, services, support & maintenance consulting.

We listen to our users, since they use our solutions every day. Therefore, you can make your proposals, which we incorporate into product development, directly. Innovative, scalable, economical and sustainable.

More security from a single source. All services, from development to accompanying support, are made inhouse. We provide optimal user support and rapid installation by involving everyone directly in the further development of our solu-

tions. Our customers and business partners get a fixed contact person and consistent support.

CPL24 Hoster is the solution for integrated IT management and hosting requirements, where efficient thinking happens – meaning practical, result- and solution-oriented thinking. That is why numerous notable customers and cloud service providers trust us.



CPL24 Hoster

CPL24 Hoster is the first complete solution to allow audit-proof asset and license management, as well as realtime userspecific billing! Providing cloud services is associated with significant administrative effort, especially since software manufacturers now perform not only license validation, but also complete audits. Furthermore, continuous development and the diversity of hardware and software technology present you with a vast number of agreement, license, maintenance and calculation variants. You can now benefit from the first solution to offer complete license, asset and change management and a ticket system, as well as audit-compliant reporting and complete data management, all in one. Thus you will save resources, time and money and enjoy the freedom to focus more on projects and customer needs!

CPL24 Hoster covers the current license agreements of the manufacturers securely, updates license models continuously and permits accurate ad hoc reporting – including complete documentation of the user of

every single license and every single asset over time. The license management forms the basis of this solution. It offers complete inventory management for Microsoft and 14,000 other software manufacturers of licensed and license-free programs, as well as audit-proof software license management. The solution provides you with consistent, complete documentation of the licenses used by your customers. Therefore, you not only reduce the risk in the event of an audit, but also simplify continuous reporting in a sustainable manner. For instance, your Microsoft SPLA reporting, including all associated processes, can be handled in a tenth of the time required before.

With CPL24 Hoster, a globally unique integrated solution, you can manage all the processes of your daily business. It offers you an optimal CRM and ERP system and automated software management. All modules work on a database and merely need to be activated.

That makes you maximally efficient!



Simply Secure Business.

The first product in the world to cover the service providers' requirements and manufacturers' current license agreements continuously.

Highly specialized modules cooperate seamlessly in a user interface with a perspicuous structure. Software catalogue, linux agent, CRM and ERP modules are activated upon request.

The solution provides an intuitive user interface. The initial overview shows all important information of the inventory. From here, the user can reach all important areas such as contract management, master data management or status information about assets and users with one click.

In the license management of the basic solution, all Microsoft SPLA licenses are recognized and evaluated during the inventory process. From this, an automatic Microsoft SPLA report can be generated up to the level of the individual user or the machine.

The software catalogue, which can be expanded with an additional module, includes a product catalogue with software products from a further 14,000 manufacturers. The detection of nearly 100 percent enables a detailed overview of any licensed and license-free software and enables a sustainable licensing analysis for audit compliance.



Key Features

For day-to-day operations

- Multitenancy and customer management with versatile active directory integration and web portal
- Dashboard for optimal customer service and continuous optimisation with ad hoc analysis of daily license usage
- Excellent performance thanks to scalable infrastructure and task allocation
- Script Inventory
- ISO-compliant change management

The result for you

You manage all processes in the Data Centre with an integrated solution. This gives you maximum efficiency in the course of your daily business.

Advantages of the solution:

Agentless inventory management, overview of licensed software with time-referenced analysis, SPLA reporting and audit compliance in connection with a CRM/ERP system, and multitenancy, of course.

With security

- Audit-compliant reporting according to software manufacturers' specifications
- Audit security
- ISO-compliant activity
- Achieve the greatest cost efficiency
- The most effective controlling
- Integration of historical data
- Extensively automated processes

For you this means:
Much administrative time saved
and everything done right!

Module overview CPL24 Hoster

Base module

CPL24 Hoster covers the current SPLA licensing agreements of manufacturers and keeps them up to date. The documentation is provided for the first time in realtime. The foundation is a complete inventory for Microsoft products.

The compilation of the server data and the transmission of the Microsoft SPLA reporting are done with just one click as PDF or CSV file in realtime. Smart workflows also take over the assignment of missing customer master data to the servers.

Make the big difference: a customer administration with complete Active Directory integration and web portal, ISO-compliant change management, risk management, multitenancy capability and performance balancing, as well as scripted inventory.

Updates are already included in the basic version and are updated monthly. But the best: technical support is provided free of charge.

Additional modules

Besides the license management for Microsoft products all necessary modules around your business processes are included. The software catalogue can be booked as an optional module for the on Premise and SaaS solution. The foundation is a complete inventory of products from Microsoft as well as a further 14,000 software producers and approximately 900,000 associated program versions of licensed and license-free programs.

The Linux agent is used to inventory all current Linux-based distributions as well as package information (deb / rpm) and read out the most important HW / SW information (OS, network, disks, etc.). All other distributions are easily adaptable by configuration. The communication is completely encrypted via https.

The CRM and ERP modules are available with the on Premise solution and efficiently supplement the daily management processes. From classic customer management to professional reporting, there are no wishes left unanswered.

INVENTORY

- Assetmanagement
- File and document management
- Reporting
- SNMP Inventory
- User administration

LICENSE MANAGEMENT

- Microsoft license recognition
- License & contract management
- Automatic SPLA reporting down to user level
- Audit-proof licensing

SOFTWARECATALOGUE

- Detailed overview of licensed software and freeware
- License management for 14,000 software vendors
- Trouble-free adjustment for manufacturer changes

LINUX AGENT

- Inventory for all x86/x64 distributions (Suse, Redhat, Fedora, Ubuntu, ...)
- Scan of the most important HW/SW information
- Self-updating mechanism via http/https

WORKFLOW-MANAGEMENT

- Changemanagement
- High degree of automation for processes in the data centre

CRM

- Customer management
- Campaign, project and document management
- Scheduling

ERP

- Offer, billing and order
- Calculation
- Controlling
- Contract management

Possible uses

SaaS – Software as a Service

We provide the solution as a managed service out of our certified German data centres. You benefit from the full range of functions without additional costs. All servers report your inventory information via a secure connection in the CPL24 Hoster. The SPLA logic, that is valid for you, evaluates this information per server and you can view it via the Web Interface. This offers you further license optimisation.

You can also export your SPLA report, including all data, as PDF or CSV.

Your advantage:

Register and inventory. Simple, fast, secure.

We provide the solution as a managed service out of our certified data centres.



on Premise solution

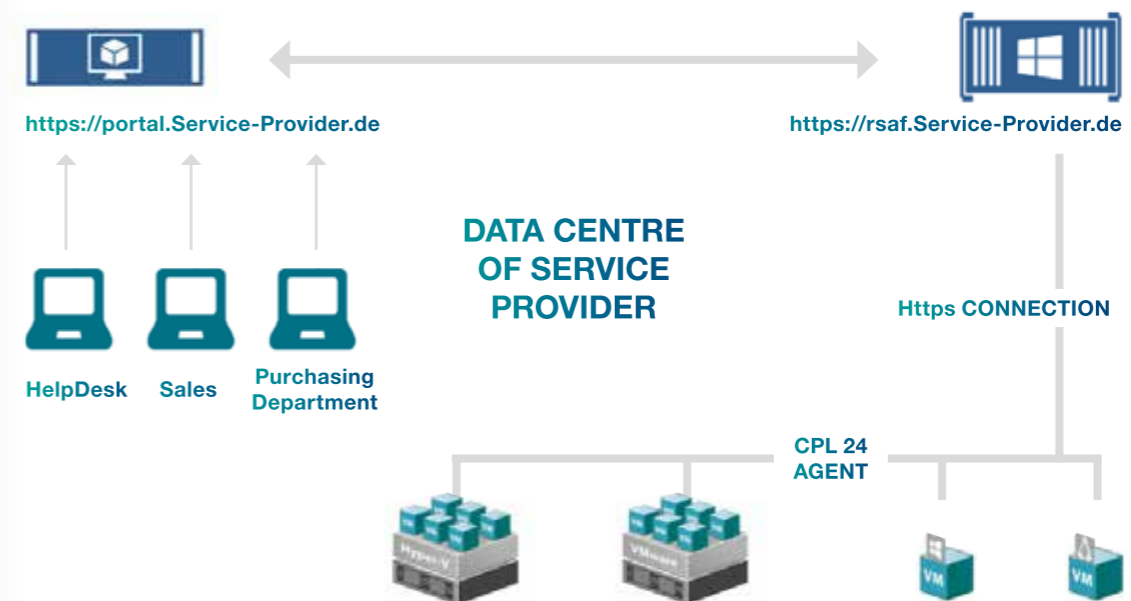
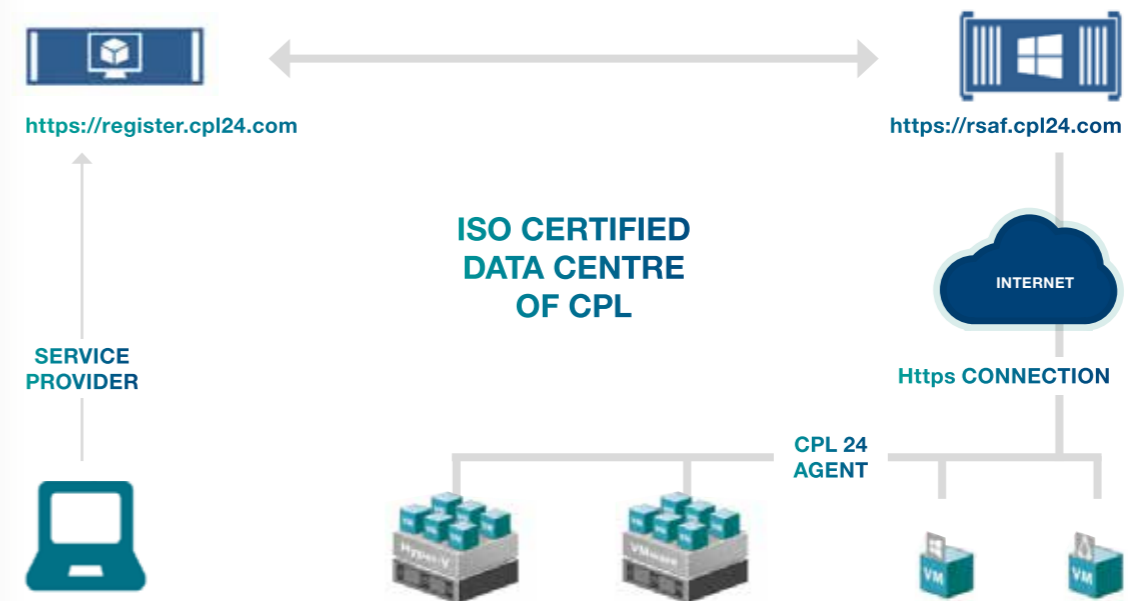
The on Premise solution is implemented directly in your data centre. You keep your ISO certification as no data leave your data centre. All servers report your inventory information via a secure connection in the CPL24. The SPLA logic that is valid for you evaluates this information per server and you can view it via the Web Interface. These offer you further license optimization.

You can also export your SPLA report, including all data, as PDF or CSV.

Your advantage:

All data remain in your data centre.

The on Premise solution is implemented directly in your data centre.



Success Story of Hartl Group

With the roll-out of CPL24 Hoster, it was possible to reduce the previously very costly administrative tasks.

“At the end of 2013 we were in the fortunate situation of securing increasing hosting revenues and being able to grow nicely in the hosting business. However, the associated organizational requirements and reporting obligations for the licensors presented us with almost intractable problems. Hosting also entails handling license management in a legally compliant and audit compliant manner. Without consistent and complete license management, cost-efficient and legally compliant growth is not possible. Looking at the increasing audits by software manufacturers with often unclear and undefined requirements, the problem quickly becomes visible. Detailed recording procedures and associated processes were necessary here in order for the relationship between earnings from hosting on the one hand and the expenditures for administration and controlling on the other to be kept within reasonable bounds. The additional business could have easily turned into loss-making business. There was of course no obligation to focus on controlling and reporting. But do we know what will happen to our company if enormous additional payments have to be made after an audit just because the data were not recorded in the way the manufacturer requires? We just did not want to run the risks this entails at that time and would have rather foregone the additional business than invest in such an uncertain future.

On the other hand, it also happened occasionally that services provided to customers were not charged correctly because the communication between the technology and the administration was error-prone. That had nothing to do with flawed organization – the corresponding ISO-certified processes were defined sufficiently and clearly. No, the issue of licenses in hosting is itself so complicated that errors inevitably crept in here occasionally. For example, it quickly came up that although we had reported licenses to a software manufacturer, we had not passed the charges on to the customer. According to our experience at that time, the administration and controlling effort and the associated processes required more than 30 % of the total expenditure of our hosting business. This percentage would have gotten worse rather than better with increasing business. On the basis of these facts, we decided at the beginning of 2014 to introduce CPL24 Hoster. After an implementation phase of about one week, we were able to eliminate all the problems and risks mentioned above and finally utilise the capacities this freed up for sales and customer support. With the rollout of CPL24 Hoster, it was possible to reduce the previously very costly administrative tasks, such as customer billing, record-keeping and reporting, to a negligible level immediately. Integration into existing processes, extensive automation and integrated controlling, as well as retention of historical data, occurred immediately. The expenditures for the rollout and the ongoing licensing costs paid for themselves quickly, since the license costs are also coupled to the volume of business and only charged in the amount corresponding to the hosting volume.

We can once again devote ourselves to the things that actually move the company forward.

The total costs of CPL24 Hoster were offset immediately by the additional manual effort saved. If you look at all expenditures and savings, we were able to achieve significant cost savings through this. Not only does that increase our margin, but we can also finally grow without additional expenses and still have the security that we will not suddenly face unexpected surprises in the event of an audit.

Incidentally, this was confirmed in an external audit in April 2014. All processes introduced and managed by CPL24 Hoster have led to a balanced license report. They even certified that our recording logic is more precise than the auditor's. We currently use CPL24 Hoster with all add-on modules such as CRM, ERP, customer portals, SLA administration and software development. By the end of 2015, CPL24 Hoster will also automate all our technical processes in the Data Centre up to 80 %. In a nutshell: it is nice when no more time is wasted on organizational tasks and we can once again devote ourselves to the things that actually move the company forward. We now leave the remaining 'tedious and time-consuming stuff' to CPL24 Hoster.”

Peter Hartl, Hartl Group

Nothing is as convincing as a good reference

This is an extract of our partners and customers:





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