

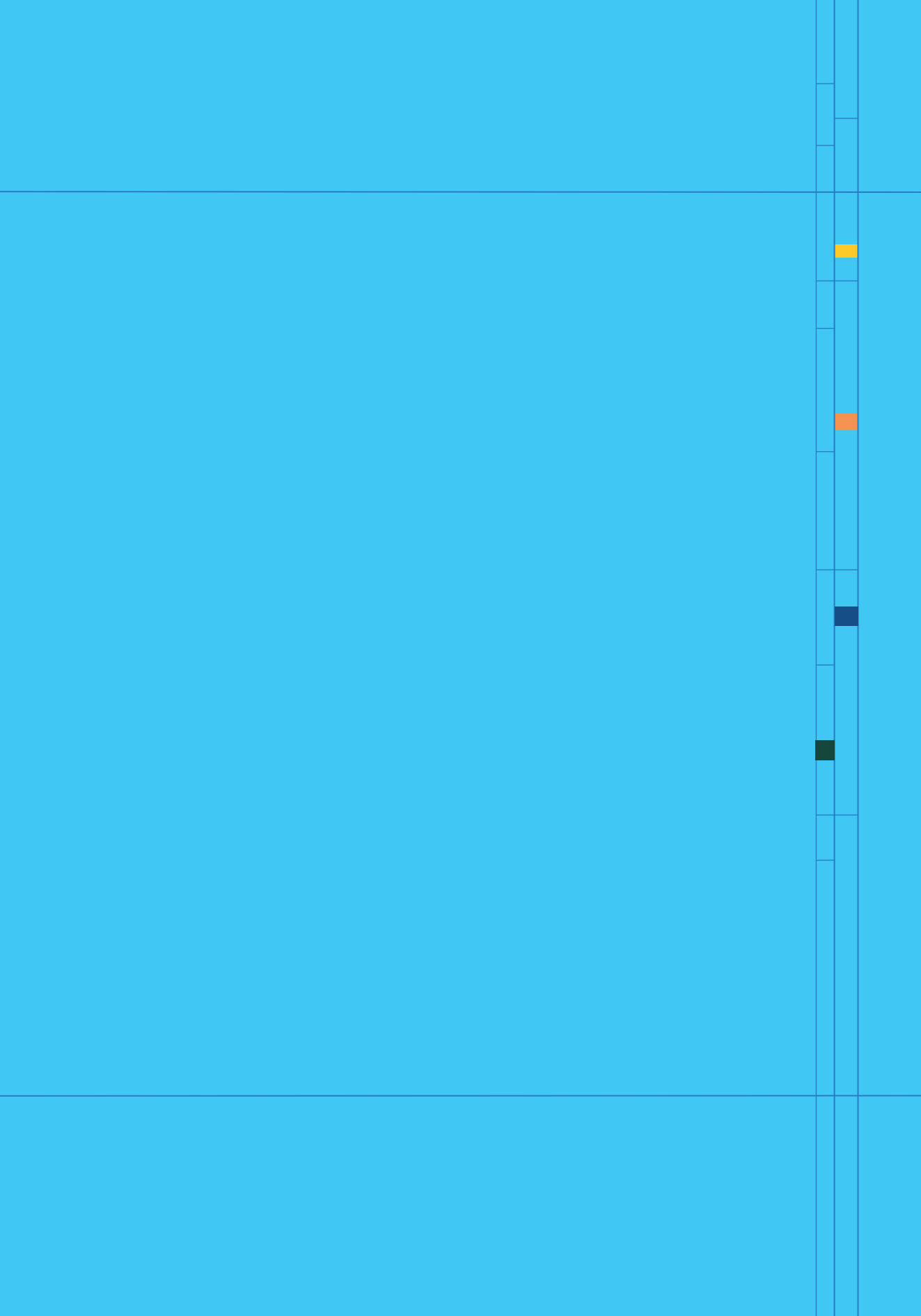
<b>Customer</b>	Westfalia Separator (S.E.A) Pte Ltd
<b>Country</b>	Singapore
<b>Industry</b>	Manufacturing



# Westfalia Separator S.E.A

Compliant made simple





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Westfalia Separator S.E.A, supplies more than 4,000 separators and 600 decanters to industries that process fluids such as fruit juices, wines, waste water, palm oil, latex or starch, in the region. Westfalia also provides support for users of separators and decanters with genuine spare parts and service through its sales, marketing and service offices in Indonesia, Malaysia, the Philippines, Thailand and Vietnam. The company wanted to verify that its Microsoft software licenses were accurately registered and installed. It had been seeking a third party to verify its compliance status for two years before TecBiz FRisMan, a LicenseCare Consultant, conducted the on-site assessment in April 2005, as part of Microsoft's LicenseCare program. This program offers corporate end-users free on-site assessments of their software assets, provide advice on managing these assets, and ensure that they are compliant. The consultation took a day and Westfalia was found to be over-licensed.

Customer Profile	Business Solution	Solution	Benefits
<p>Westfalia Separator S.E.A is owned by Westfalia Separator AG, which in turn is a division within GEA, a global engineering group. Its regional headquarters is Singapore.</p> <p>The company manufactures components, systems and complete process lines.</p>	<p>Westfalia wanted to confirm its compliance to licensing laws.</p>	<p>Microsoft LicenseCare program appoints a LicenseCare consultant, TecBiz Frisman to evaluate the company's license inventory of 41 laptops and desktop computers, as well as 6 servers.</p>	<ul style="list-style-type: none"><li>• Confirmed compliance to licensing laws</li><li>• Awareness of licensing levels in the company</li></ul>

"The amount you save on licenses compared to the fines you have to pay and the reputation you lose for not being compliant is not worth it." — Chong Yih Chyang, Regional Spare Parts Controller, Westfalia Separator S.E.A



### Situation

Westfalia Separator S.E.A, was established in 1979 in Singapore, supplying separators and decanters to industries that process fluids in the region. As part of its regional function, Westfalia also provides support for users of separators and decanters with genuine spare parts and service through its sales, marketing and service offices in Indonesia, Malaysia, the Philippines, Thailand and Vietnam. In Singapore, Westfalia Separator S.E.A. wanted to confirm that it has achieved full compliance with Microsoft software licensing. The company was seeking a third party to verify that software in the 41 laptops and desktop computers, as well as the network for the six servers, were correctly licensed. "We had been looking for two years to get a third party to check our software compliance level. The impression we got is that the process would take a long time, could be complicated and could involve a huge investment," said Gabriel Low, Regional Financial Controller, Westfalia Separator S.E.A. Westfalia initially sought the services of a multinational auditing firm's consultant who spoke on software licensing at a seminar in Singapore in 2004. The company called the consultant to enquire about software license assessment services but before they could work out an arrangement, they came across the Microsoft LicenseCare program.

### Solution

In January 2005, the company saw a Microsoft LicenseCare advertisement encouraging end-users to participate in the program. The LicenseCare program offers on-site assessment of compliance status. Through the program, Microsoft intends to work with end-users and help them achieve compliance. This will help prevent end-users from facing legal action for using unlicensed software. The program also introduces to corporate end-users the practice and benefits of Software Asset Management (SAM). SAM is a business process that helps companies cut software costs, manages software purchases, and avoids penalties associated with license non-compliance. Westfalia seized the opportunity and contacted Microsoft about LicenseCare.





"For us, it was a confirmation rather than a confession. We were 95 percent sure that we were compliant with the law. We wanted a third party to confirm this," said Chong Yih Chyang, Regional Spare Parts Controller, who called Microsoft to register for the program. Microsoft had assigned TecBiz to work with Westfalia. As Westfalia was migrating its regional system to the Wide Area Network of the global head office between late January and mid-February, the on-site consultation was pushed to April. Two TecBiz consultants completed the on-site evaluation within a day. The morning was spent documenting all licenses registered, and in the afternoon, the consultants inspected all the computers and servers to evaluate the software installed. The installation counts of each version of every software product were matched against the licenses recorded. "TecBiz did a good job and was thorough. They went to each terminal to look through the licenses and serial numbers. They document it all. We tried to do it ourselves, but there were so many versions of the software that it became too complicated to count," said Gabriel. When the consultants found unmatched installations and registrations, the matter was discussed with Westfalia. The good news was that Westfalia had ten surplus licenses. Gabriel said, "We strongly believe in being a good corporate citizen. We purposely over license ourselves to ensure we have a buffer of extra licenses, to facilitate workforce and hardware movements. We had the assurance of what surplus licenses we had for Microsoft Office. Secondly, the network licenses for the six servers were accurately verified."

### Benefits

"We saved S\$5,000 by working with TecBiz instead of working with a consulting firm. It was a win-win solution for us," Gabriel said, adding that companies should realize that software is part of corporate assets and should be used responsibly. Chong is pleased that LicenseCare provided peace of mind and urges other companies to check for compliance. "The amount you save on licenses compared with the fines you have to pay and the reputation you lose for not being compliant is not worth it," he concluded.

## Software and Services

- Microsoft Windows XP Pro/2000 Pro/98 2<sup>nd</sup> Edition/98
- Microsoft Office XP/2003/2000
- Windows Server 2000 Pro OEM
- Windows Server 2000
- Windows Server NT 4 Terminal Server

## Hardware

- SQL Server 2000 Std
- Windows Server 2003 Std

# About Westfalia Separator S.E.A

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Westfalia also provides support for users of separators and decanters with genuine spare parts and service through its sales, marketing and service offices in Indonesia, Malaysia, the Philippines, Thailand and Vietnam.

