

CASE STUDY

Consumer Goods Manufacturer Closes Adobe Audit with **Zero Findings**

Audit Readiness Assessment & Audit Defence Service

\$4.5M exposure eliminated, zero findings

Executive Summary

A global consumer goods manufacturer with a large creative and marketing function faced an Adobe Creative Cloud and Document Cloud audit spanning 40 markets. Livingstone's combined Audit Readiness and Defence engagement closed the audit with zero findings, eliminating \$4.5M of initially flagged exposure.

The Challenge

A global consumer goods manufacturer's marketing and creative organisation had grown organically across 40 markets, with regional teams independently provisioning Adobe Creative Cloud and Document Cloud licences outside central IT governance.

An audit notice from Adobe initially flagged significant over deployment across named user and shared device licensing, with an early vendor estimate exceeding \$4.5M in potential exposure. The client's central IT team had limited visibility of regional licence allocation and no established relationship managing a creative software specific audit.

FAST FACTS

CLIENT

Global Consumer Goods Manufacturer

SIZE

38,000 employees

SECTOR

Consumer Goods (FMCG)

LOCATION

Global

SERVICE

Audit Readiness & Audit Defence

SAVINGS

\$4.5M exposure eliminated; zero findings



The Solution

Livingstone ran an accelerated Audit Readiness Assessment to independently reconcile deployment data across all 40 markets against Adobe entitlement records, identifying where the vendor's device counting methodology had overstated actual exposure.

Audit Defence specialists took over vendor communication, challenging the counting methodology used in the vendor's preliminary findings and presenting corrected deployment evidence supported by device and named user reconciliation. A regional licence governance model was recommended alongside the defence to prevent recurrence, giving central IT visibility of future provisioning across all markets.



The Outcome

The independently corrected deployment data eliminated the methodology errors driving the vendor's initial findings, and the audit closed with zero confirmed compliance gaps and no additional licence spend required, against an initial exposure estimate of \$4.5M.

Key Success Factors

- Rapid, market by market deployment reconciliation across a decentralised 40 market creative function
- Direct challenge of the vendor's device counting methodology, supported by corrected evidence
- A governance recommendation that addressed the root cause, not just the immediate audit

Conclusion

The client closed a high profile vendor audit with no financial exposure and gained a governance model that should prevent a repeat finding in future audit cycles.

Want to uncover hidden value in your software estate?

Get in touch with Livingstone to see how our independent advisory services can help you achieve similar results.

Contact us today

e info@livingstone-tech.com
w livingstone-tech.com

