

## KEY BENEFITS

- Reduce Service Costs by 15% or more
- Align IT with the business
- Control Demand for Services

## AUTOMATED BUSINESS PROCESSES

- IT Cost Modeling
- IT Cost Allocation
- Billing and Chargeback for IT Services
- Proactive IT Cost Control
- IT Cost Reduction Analysis

## PRODUCT CAPABILITIES

- Build and Maintain IT Cost Model
- Cost Allocation from IT to Business Units
- Cost Allocation between IT Cost Pools:
  - GL Accounts, IT Assets, Projects, Technical Services, Business Services, IT Cost Centers
- Adding Custom Cost Pools
- Proactive Control for Budget Overruns
- Proactive Control for Unit Cost
- Proactive Control for Total Service Cost
- Support for Budgeting and Forecasting
- Collecting IT Consumption Data
- Set and Manage Service Unit Rate
- Prepare IT Services Bill for Business Units
- IT Bill Justification
- Adjudication Process for IT Chargeback
- Cost Analysis for Business Unit
- Cost Analysis for IT Service

## TECHNOLOGY

- Unique visual modeling technology
- Business process automation workflow engine
- Enterprise grade security infrastructure
- Data connection definition wizard
- Web user interface
- Role based dashboards
- Multi-dimensional reports
- Report generator
- Multi-tenancy

## DELIVERY MODE

- On-premise running at customer site
- Software as a Service (SaaS)

## BUILT-IN REPORTS & DASHBOARDS

### Unit Cost

- All IT Business services units costs vs. industry benchmark vs. plan, WW and by geo
- All IT Business services units costs trends vs. industry benchmark vs. plan, WW and by geo
- Every IT business services unit costs and its cost drivers and trends

### Allocation

- All IT Business services costs by BU and by geo vs. plan
- All IT Business services trends by BU and geo vs. plan
- Unallocated business services
- Unallocated cost drivers

### TOP 10

- Top users (BU') by IT Cost
- Top users (BU') by business service
- Top users (Geographies) by IT Cost
- Top users (Geographies) by business service
- Top Business Services by IT Cost
- Top budget overrun IT business services
- Top budget overrun users (BU')
- Top budget overrun users (Geographies)
- Top trending up IT business services unit cost
- Top trending up IT business service costs

## USER ROLES

### IT Services Groups:

- IT Finance Executive
- IT Finance Team Member
- Service Delivery Manager
- IT Manager
- Client Service Manager

### Business Units:

- Business Manager
- Business Unit Comptroller

## TECHNICAL PLATFORM

### Operating Systems

- MS Windows, UNIX, Linux, HP UX, AIX, Solaris

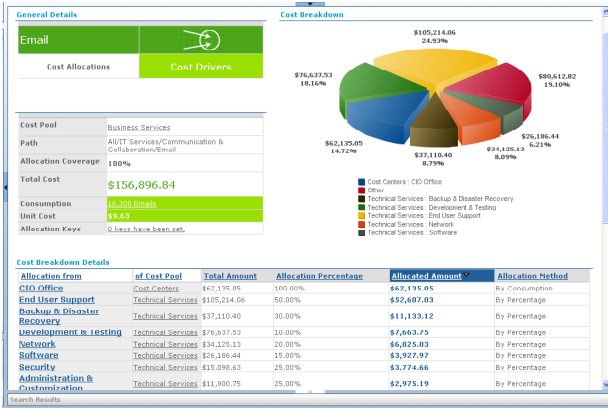
### Application Servers

- Weblogic, Websphere, Tomcat

### Internet Browsers

- Internet Explorer, Firefox

ServiceFlow IT Cost Management is a web-based, business application that incorporates built-in processes required to reduce and optimize IT costs for better business results.



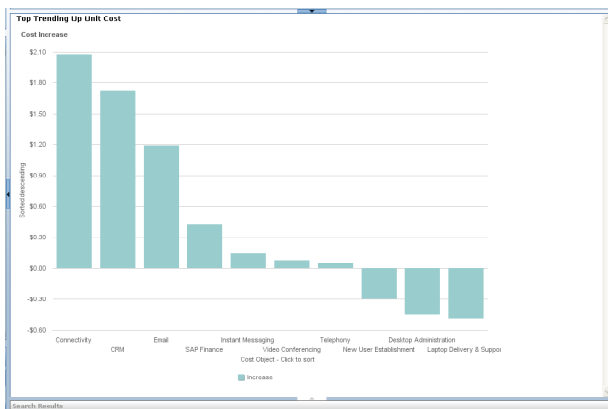
IT Cost models accelerate the process for reducing costs by graphically showing the service components with the biggest potential for cost savings.

**Cost Pool Objects**

Cost Objects: Business Services

Cost Object	Business Services	
	Allocation Coverage	Cost
CRM	100.00%	\$149,208.22
SAP Finance	100.00%	\$125,366.13
Email	100.00%	\$97,044.86
Connectivity	100.00%	\$58,498.41
Laptop Delivery & Support	100.00%	\$35,724.73
Video Conferencing	100.00%	\$25,253.89
New User Establishment	100.00%	\$23,232.08
Desktop Administration	100.00%	\$13,945.26
Telephony	100.00%	\$13,866.38
Instant Messaging	100.00%	\$7,068.86

Allocating service costs to each business unit will hold managers more accountable for the services consumed and incent them to align demand with business goals and objectives.



Proactive notifications, dashboards and reports help control IT costs by forecasting cost trends and help identify the root-cause before budget overruns occur.