

Costing & Charging Manager

BENEFITS

With the Valuemation Costing & Charging Manager, you can adapt your IT service cost allocations to best fit your IT structures and accounting models.

You will benefit from the following features:

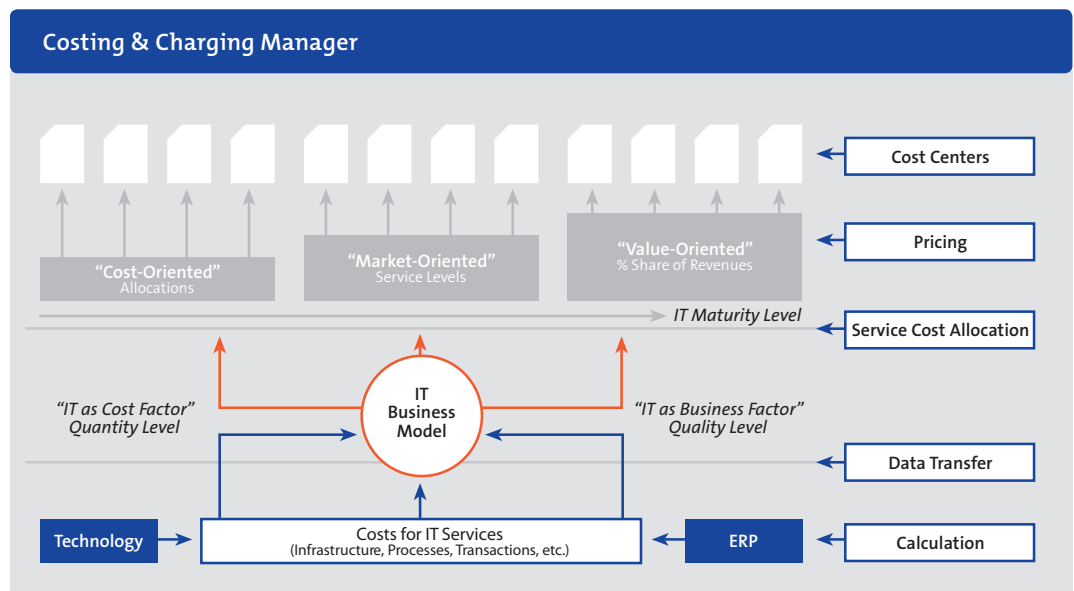
- High cost transparency for your IT service customers
- User/cause-based service cost calculations and allocations
- Increased awareness of costs among service customers
- Audit compliance due to detailed documentation
- A flexible solution that's ready for the future right now
- Easily adapted to fit new business models.

The Valuemation Costing & Charging Manager helps you to clearly keep track of the use and costs of IT services. You'll be able to examine, review and charge such expenses back to the correct user/cost center. In doing so, you'll be able to flexibly match your IT service cost allocations to your individual IT structures and accounting models – a definite advantage for growing IT organizations that are constantly changing. Increased awareness of costs among service customers along with increased efficiency on the provider and user sides will both help to optimize IT costs.

The Challenges in IT Service Cost Allocation

How can you create necessary transparency over the costs, profits, services and quality associated with your IT services? Do you charge flat fees for IT services or charge for them on a costs-by-cause principle? Do all of your customers really understand the IT services that you are providing to them? Can your customers influence the

costs of their IT services by proactively altering their usage behavior? These days, IT service organizations have got to provide high-quality, customer-oriented services and resources. Increasingly demanding IT customers want transparency over service-related costs along with clear, understandable cost allocation that they can have an influence on.



Detailed IT Costs and Services

The Costing & Charging Manager allows you to give a detailed overview of the IT services that you are providing along with their costs. As a first step, you can flexibly apply your company-specific cost models to your IT structures. By linking business-related performance indicators with IT data, you'll be able to observe dependencies and effects. This will help you to identify cost drivers and promptly take counteractions.

This detailed information will also give you the opportunity to increase the profitability and service quality of your IT organization and, at the same time, offer your service customers even greater value for their money. Helpful, informative cost and performance data allow you to benchmark your IT services and prices and create a firm basis for projecting revenues and costs as well as planning projects.

Automatic Data Importing

In applying your system of cost allocation, you can make use of already available standard collectors for automated data capture from any type of IT system (e.g. host, client-server, databases, operating system, personnel management, telephony). The accounting and performance data are then distributed across service customers (e.g. cost centers/ accounts receivable, orders, projects, products) in a secure, audit compliant manner in accordance with defined rules of allocation and based on a mutually agreed-on fee structure.

Flexible Cost Allocation for IT-Services

The Costing & Charging Manager will let you flexibly implement any kind of IT business model – from a simple pay-as-you-go system to a complex user/ cause-based allocation method. The powerful combination of flexible allocation and price functionalities gives you the option of charging varying prices for IT services based on fee scales, quantity-based pricing and customer groups. Standard interfaces to ERP systems link up technical key performance indicators (KPIs) with business-based ones.

Increasing Cost Awareness

Systematically determined price structures as well as clear and understandable IT services will promote increased cost awareness among IT personnel and end-users. Managers can get an overview of IT costs and services and know the sources of certain costs and related benefits. This provides service customers and IT service providers with a common basis for identifying those budget areas in which there are further potentials to cut costs. For instance, the introduction of usage-based and time-based fees (e.g. nighttime transactions are cheaper than daytime ones) gives users the option to exert a positive influence on the expenses for their cost centers or business units. They can thus decide for themselves which IT services and which service levels they would like to utilize.

KEY FACTS

The Valuation Costing & Charging Manager is a module in the USU Valuation Suite.

The Costing & Charging Manager provides you with the following features:

- A detailed overview of IT costs and services
- Usage-based service-fee allocation that users can have an influence on
- Chargebacks based on your own specific business model (cost/profit center)
- Automatic transfer of applicable cost data from any IT system.

Other relevant Valuation modules:

- Planning & Calculation Manager
- Dashboards
- Asset Manager
- CMDB Manager
- Contract Manager
- License Manager
- Procurement Manager
- Service Level Manager