

FLYER

VALUEMATION COSTING & CHARGING MANAGER

Irrespective of whether IT service costs are charged as a flat rate using an allocation method or based on requirements or usage, service customers rightly demand transparency on the cost of services. Cost accounting should be detailed and transparent and easy to understand – and, where possible, the charges should be able to be influenced. To enable that, you as the IT service organization must prove what services were demanded and delivered and that you have complied with service level agreements. You can only achieve both – cost transparency and cost awareness – by providing service customers and service providers alike with an insight into the IT cost structures and charging-related details.

Objectives

— The Valuation Costing & Charging Manager helps you to achieve transparency over IT costs and the use of IT services and to keep track of the origins. You'll also be able to assess and charge such expenses back to the

BENEFITS

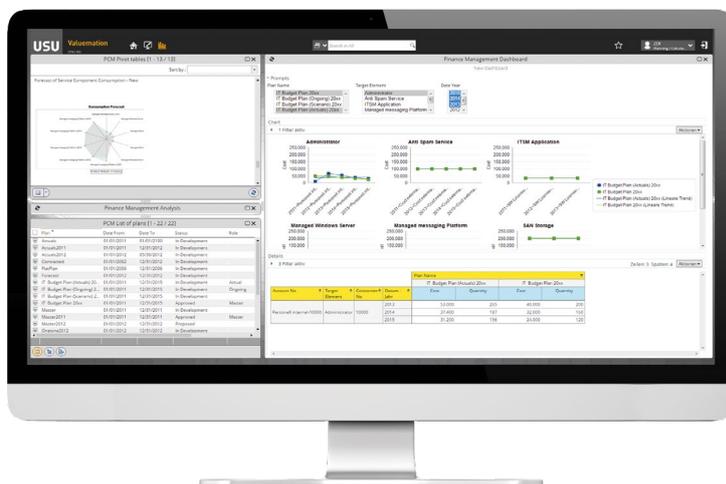
Valuation enables you to

Present the allocated IT costs for service customers transparently at all times thanks to usage-based or contract-related cost allocation

Create a high level of transparency on the supplied services by being able to prove compliance with service levels and SLAs at any time

Identify savings potential and increase cost awareness among service customers thanks to transparency on cost structures and influencing factors

Actively control demand for IT services, e.g. by introducing usage-based and time-based fees



Dashboard for IT Financial Management

KEY FACTS

The Valuation Costing & Charging Manager is a module in USU's Valuation suite.

You can use it to

Offer service customers a detailed overview of IT services and costs

Charge IT service costs for example on the basis of agreed purchase quantities and service level agreements

Offer usage-based service fees that can be influenced by service customers

Adapt IT service cost allocation flexibly to changes in your IT business model as and when required

correct user/cost center. In doing so, it is possible to flexibly match your IT service cost allocations to your individual IT structures and accounting models. A high degree of transparency on service costs means you increase awareness of costs among service customers, as well as help optimize IT costs and increase efficiency on the provider side.

Automatic Allocation of Service Costs

— Standard collectors for various IT systems (such as hosts, client servers, databases, ERP systems, operating systems, HR systems, telephony) are available for automated data transfer. The cost data from the accounting systems and performance data from the IT systems are then distributed across service customers (e.g. cost centers/accounts receivable, orders, projects, IT services/products or the like) in accordance with defined rules of allocation and based on mutually agreed-on fee structures. All changes are documented automatically and in an audit-compliant manner.

Detailed Presentation of Costs and Services

— The Valuation Costing & Charging Manager enables you to map your company-specific cost model and IT business model and adapt it at any time – an advantage for dynamically growing or changing IT organizations. Valuation lets you create transparency on the IT services that have been provided: By linking business-related key performance indicators with IT performance data, you'll be able to visualize dependencies and effects. That means you can identify cost drivers and take pinpointed counteraction in order to increase your IT organization's profitability and quality of service. Detailed analysis options and insightful cost and performance data also enable you to compare internal IT service costs and prices with those from external providers. You can also use this data as the basis for projecting revenues and costs as well as planning projects, for example in the Valuation Planning & Calculation Manager.

Charging of IT Service Costs

— Charging of IT service costs with Valuation can be adapted flexibly to your IT business model – from a simple allocation method using a service flat rate to complex usage-based charging of services. Powerful allocation and price functionalities mean you can charge varying prices for IT services based on fee scales, quantity-based pricing and customer groups; service purchase quantities can be charged based on the applicable SLA, for example. Depending on the cost allocation model this data is either already available in Valuation (such as for simple, straightforward assignment of services to persons and/or cost centers) or the data is imported from a third-party system and assigned as required (above all in usage-based allocation models). You create invoices or performance records for customers directly from the service-allocation data in Valuation or alternatively transfer it to third-party systems for billing purposes.

INFO

Other relevant modules:

- Planning & Calculation Manager
- Service Level Manager