



Provance Solution Delivers Comprehensive Asset Management, Financial Management and Streamlined Business Processes to Team BCE Secure Channel Project

The Benefits of Centralized Asset Life Cycle Management

Asset life cycle management refers to the process of monitoring, tracking, and making decisions about deployed assets or bundles of assets throughout their complete life cycles, from requisition through assignment / deployment, change, and disposal. Provance technology centralizes the process of asset life cycle management within a single data repository.

The Gartner Group believes that effective asset management is an optimal means of achieving short-term cost savings; in fact, they have stated that asset management can yield cost savings of up to 30% within the first year (Cost Control Through ITAM: Easy Pickings).

Asset Life Cycle Management

- ❖ Optimize resource redeployment
- ❖ Reduce surplus inventory
- ❖ Avoid duplicate data and integration costs
- ❖ Minimize the management effort of surplus, disposed, on-repair and loaner pool assets
- ❖ Optimize future asset purchasing and maintenance renewals
- ❖ Ease planning and forecasting
- ❖ Lower support costs
- ❖ Eliminate rogue purchasing

Because all asset-related information is contained in a single, central database, there is no duplication of effort and the chances of error are very low.

The Government of Canada's Secure Channel Project is a world-leading e-government initiative managed by Bell Canada for Public Works and Government Services Canada (PWGSC). The project team comprises a consortium of service providers (CGI, Entrust, IBM, Cisco Systems, Adobe, Microsoft, and Canada Post), led by Bell Canada and referred to as Team BCE, who are working together to deliver the secure infrastructure required to support Canada's e-government initiatives.

The Challenge

Coordinating a Complex System of Moving Parts

Team BCE found its efficiency challenged by the complexity of bringing together multiple ordering, support, billing, and reporting systems for the many hardware and software assets they were required to manage. Prior to Provance's involvement in the project, each supplier used separate spreadsheets to track their part of the asset management process, which meant cumbersome, resource-intensive manual data entry and thus an increased chance of data inaccuracies.

The asset database consisted of multiple spreadsheets listing asset information, information about receivables, orders, as well as maintenance and licensing information for multiple locations. Financials were being tracked in another system altogether. Most purchases required two sets of purchase orders, one for CGI and one for Bell, and each supplier used spreadsheet templates for its purchase orders. Bell Canada managed the billing for all team members, which meant that it had to manually integrate billing from CGI and other vendors into its own purchase order system. This complicated process resulted in duplicate entry of information, error-prone cut-and-paste activities, and the need for time-consuming monthly reconciliation.

The spreadsheet-based process also made it very difficult to report on hardware and software assets, licensing, and other information of key importance to the GoC. Getting timely, accurate reports that outlined what the customer was paying for, and why, was problematic. Because there was no end-to-end system in place to tag equipment or track it through key stages like purchase, receipt, use, and termination, there was also no easy way to understand an asset's life cycle or the larger costs and value associated with the government's technical infrastructure.

"We were dealing with a complex system of moving parts, and to make them gel we needed to eliminate the duplication of effort among our team members and automate as many asset management-related processes as possible," explains Elisabeth Hansman, Director—Program Office, Bell Canada. "We achieved this goal with Provance."

The Solution

Simple, Straightforward, Streamlined Asset and Financial Management

Initially, Bell had selected a large vendor with a solution that would take significant time to deploy. "As we got to know this solution better, we weren't completely comfortable with our selection," admits Hansman.

Hansman was introduced to Provance by a colleague at Bell who had worked with the Provance solution. "We saw a big difference right away, at every level," explains Hansman. "Provance was a company that was willing to provide us with exactly what we needed, rather than trying to make us conform to their application. We weren't looking for complexity, we wanted a solution to meet our needs and the simplicity of the Provance tool was exceptional—I could see right away that it made sense, featuring easy drag and drop functionality. It is an intuitive tool anyone can understand."

The Results

A Single, Central Data Repository and Improved Business Processes

Today, Provance's end-to-end, Web-based asset management solution is helping Team BCE efficiently manage infrastructure requirements for 10 government departments across multiple locations.



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"We've cut our billing process from days to hours, and our reporting process from hours to minutes. Which means we can reallocate resources to add more value for our client. They are also fully aware of what assets are still outstanding, what has been received, and where assets sit in their individual life cycles.

Reporting to the client is simple and easy to perform."
Elisabeth Hansman
Director—Program Office, Bell Canada

"They were genuinely interested in what we were doing, and how we were doing it. They had great expertise, and were willing to make recommendations and walk us through our issues even before any contract was signed. What Provance offered us was an opportunity to redefine, document, and streamline our asset management process."
Elisabeth Hansman
Director—Program Office, Bell Canada

Provance's comprehensive asset life cycle management solution is helping Team BCE better serve its client and lower IT costs. Team BCE has visibility and control into the project's IT assets. The Provance solution allows for business rule customization, workflow automation and detailed tracking of all IT activity, including service provision and asset installations, moves, additions, and changes (IMAC).

With the Provance solution, the person issuing the purchase orders creates the PO in Provance. Provance's workflow automates the previous paper-based processes for routing and approval. Because all asset-related information is contained in a single, central database, there is no duplication of effort and the chances of error are very low.

The processes associated with purchasing, receiving, distributing, and maintaining hardware, software, and licensing assets are automated, and include proactive steps like the automatic issuing of e-mails directly from the Provance tool to inform the appropriate person that, for instance, a warranty will expire within 30 days.

With Provance's assistance, Team BCE has also been able to redefine its asset management processes. The first step was to automate asset life cycle management and financial reporting. This meant integrating with the existing service desk system and making everything Web-based, so that the information contained in the centralized repository would be easy to access and update. Web-based processes also allow Team BCE to automate every stage of the asset life cycle in near real time. Before bringing Provance on board, the team tracked only equipment that had been received. Today, they are able to match receivables to their corresponding orders for a more comprehensive picture of order fulfillment. Reporting is also more inclusive as a result, which means the client knows exactly what they are paying for.

The Benefits

Significant Time Savings, Data Accuracy and Accountability

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Team BCE has streamlined its business processes through automation. "We've cut our billing process from days to hours, and our reporting process from hours to minutes," explains Hansman. "Which means we can reallocate resources to add more value for our client. Reporting to the client is simple and easy to perform. All relevant information, transactions and historical data are immediately available for reporting and query."

"We're really delighted with Provance," concludes Hansman. "Not only is their solution exactly what we need, but they have a great deal of knowledge and are fully committed to partnering to help make us successful."

Provance's partnership approach was another key selling feature. "They were genuinely interested in what we were doing, and how we were doing it," offers Hansman. "They had great expertise, and were willing to make recommendations and walk us through our issues. What Provance offered us was an opportunity to redefine, document, and streamline our asset management process."

Provance helped Team BCE streamline and improve asset management with their comprehensive asset management tool, and their in-depth knowledge of best practices. "With the Provance tool, we know who is holding each asset, we have full PO information, we know which of our team members is managing each aspect of the asset life cycle, and much more," explains Hansman. "This has given us exceptional financial tracking and management capabilities."

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