



## Three Merging Technology Firms Get Integrated IT Services and Asset Management and Unified Business Processes Using the Provance Solution

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Project Lead

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Recently, one of the world's largest advanced technology firms decided to merge three of its independent businesses. Not only were these companies geographically dispersed across the United States, but each had its own procurement system and asset inventory tracking processes.

### The Challenge

As is the case in any merger of this nature, each company had its own distinct way of approaching its technical systems and assets. This reality only increased the already daunting task of cleansing, organizing, managing, and tracking all of the information contained within these systems for a single new company.

### The Solution

#### ***Provance IT Services and Asset Management Software for a Standardized, Single-Repository Solution***

The large organization (40,000+ seats) consisted of an IT services company which offered to address the multiple-system challenge on the new division's behalf. This IT service provider was familiar with the Provance solution, which was in use in other deployments. After duly analyzing Provance's performance versus that of other asset management vendors, the IT service provider recommended that the new division adopt Provance.

Experts in IT hardware, software, and process issues, the company based its decision not only on cost effectiveness, but in a large part on Provance's ability to rapidly integrate the output from the new division's multiple procurement systems and funnel this diverse information into a single asset repository.

The IT services and asset management approach itself offered several advantages over a more typical asset management solution. It provided a proven model that would enable the IT service providers to not only monitor

the new company's physical assets, but actually manage the performance of their IT infrastructure. It would also allow the merging companies to standardize their infrastructure for greater consistency and control, and more timely, automated billing processes. Provance's ability to integrate with the organization's existing systems, Asset Insight and PeopleSoft, was also a deciding factor in selecting the IT services and asset management vendor.

The Provance solution was piloted at the new company late in 2001, and the first deployment went live in early spring, 2002. All three sites were online by late summer, 2002.

### Provance Billing and Charge Back Management

Billing and Charge Back Management gives IT a powerful tool for removing doubts about billing accuracy and overall cost of ownership.

- ❖ Maximize accuracy of charge back and minimize reconciliation effort through granular billing capability
- ❖ Provide clients with direct access to billing information to reduce reconciliation effort and facilitate an environment of mutual trust
- ❖ Define contract pricing at any level of granularity to meet the needs of multiple business units
- ❖ Reduce manual calculations required for billing and charge back
- ❖ Enjoy flexible methods of client charge back, such as daily billing or point-in-time billing
- ❖ Capture multiple planning period rate increases for accurate budgeting and automatic billing rate rollover from year to year



### The Benefits

#### *Unified Business Processes, Greater Business Insight*

Today, all IT-controlled computer hardware assets at the new company are managed from a single asset repository. Their IT service providers get instant access to comprehensive asset information, in multiple views—geographically, organizationally, by service level, and much more.

The Asset Management Project Lead at the new company observes that the technical capabilities offered by the Provance solution offer real business value as well as much-needed process automation. “Not only does the Provance solution do a good job of housing our inventory of specific hardware devices, and give us insight into where these devices are and how they’re being used,” she states, “but it also lets us make smarter business decisions when it comes to buying, replacing, or upgrading our hardware.”

### Asset Life Cycle Management

- ❖ Optimize resource redeployment
- ❖ Reduce surplus inventory
- ❖ Avoid duplicate data and integration cost
- ❖ 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

While the new company currently uses Provance technology for hardware asset inventory tracking and reporting, they look forward to two additional Provance initiatives: software license management and service request management. “We expect our cost savings to be significant and to increase over time,” explains the Project Lead, “In the long term, we’ll benefit from economies of scale.”

#### *Unique Service Standards Make a Difference*

Perhaps the most striking feature of the Provance solution is the exceptional client service that accompanies it. “I have been working with procurement since 1982,” comments the Project Lead, “and I am always impressed by what Provance is willing to do when it comes to client service. They see each problem as an opportunity to learn more about their clients and the business of IT services and asset management. Most of the challenges we’ve had since deploying Provance have originated in our business practices—some of them were even flagged by Provance before they happened—but their team is here, willing to work with us to resolve any issue. They offer the best service I’ve experienced in over 20 years—bar none.”

The new company counts Provance’s unique responsiveness and ability to go above and beyond as one of their biggest differentiators. Provance’s unique talent for problem solving and proactive approach to client service underscore their willingness to be true partners with their clients. “They make sure we’re comfortable,” concludes the Project Lead, “not only with what they’ve learned about us and our challenges, but with how we’re going to go about dealing with these challenges. It’s a true partnership.”

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