



## Provance Gives Outsourcer Unmatched Billing Power, Unprecedented Ease of Information Gathering

### Provance Billing and Charge Back Management

- ❖ *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*

An outsourcer's billing and charge back capabilities can make or break their relationships with clients, regardless of the quality of their IT services. As with corporate IT departments, outsourcers are under increasing pressure to not only provide cost-effective enterprise IT services, but to give their clients greater visibility in to the charges associated with providing enterprise infrastructure services.

### The Challenge

#### ***An Industry-Leading Client Asks, "Can You Prove It?"***

Having limited visibility at the more granular levels of information about IT service consumption means lost revenue for outsourcers, because they are unable to accurately charge back for users' various technical activities. It also considerably lengthens the reconciliation process between outsourcers and the lines of business they service, which erodes the client's ability to accurately analyze its finances and build well-informed financial strategies.

This was the situation in which a leading global information technology services company found itself as it strove to deliver IT and business process outsourcing services to one of the world's leading industrial and service corporations.

The client was being billed for active use of ports across the organization. Because these network assets were associated with some of their highest IT expenditures, the client wanted a more complete, fully auditable history of the charges associated with the use of its ports and related technologies, including circuits, routers, and hubs.

With over 50,000 users across a distributed user base, there was no way the outsourcer could manage the task alone. They needed a system that would measure active port counts, maintain this data in a central repository, and easily provide detailed billing information to the client to support charge backs. The outsourcer also needed to be able to provide secure access to this information to authorized end users over the Web.

### The Solution

#### ***Provance's Comprehensive Billing and Charge Back Management Tool***

After in-depth research, proposal requests, and feature comparisons, the outsourcer found Provance's billing facility to be unique among IT services and asset management vendors. "Simply put," explains the Senior Manager who manages the billing and charge back service for the client, "nobody else in the market offers this capability at this level." He points out that Provance's key differentiators—unprecedented ease of information gathering and unmatched billing detail—stood out for those who tried the tool. "Everyone at our firm who used the tool liked its speed and ease of use, compared to seat management tools offered by Provance's competitors," he explains.



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Within six months, Provance had fully deployed its solution. However, as is often the case in any technology deployment, getting the data in shape took a bit more time. "The key point to remember," explains the Senior Manager, "is that in spite of the time it took us to clean up the data, Provance was there every step of the way. The fact that stands out most for me is that, as we took on the colossal and constantly changing task of getting the data into shape, Provance literally wrote code specifically to support our efforts; and they did it very quickly—in a matter of days, not weeks or months. These kinds of turnaround times are unheard of in this industry. And on top of this, they were very easy to work with."

### The Benefits

#### *A Satisfied Client and Significantly Reduced Billing Effort for the Outsourcer*

The client now has a comprehensive view of financial information related to their active port use. These improved billing and charge back capabilities not only improve the reconciliation of IT financing for the client, but also give their finance, IT and business staff an improved ability to adjust and align IT costs with business objectives—the core goal of any IT service provider.

Provance billing and charge back management gives the outsourcer a powerful tool for removing doubts about billing accuracy and overall cost of ownership. The ability to provide clients with direct access to billing information helps to reduce the overall reconciliation effort and build an environment of mutual trust.

"Provance's unmatched response times meant we could serve our client better and faster," adds the Senior Manager. "And their exceptional billing tool gave us information that was so accurate, that it is basically irrefutable. Nothing, of course, is 100 percent, but this is as close as it gets."

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Senior Manager

The automation of billing and charge back processes has other positive impacts on bottom-line value: it reduces the data input and accounting processes required to manually build and reconcile customer bills, and it also provides the flexibility to charge clients in the manner best suited to their situation or service level agreement requirements. All client billing can be integrated into a central system, simplifying processes like forecasting and budgeting.

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