



Provance Corporate Overview

Bringing Visibility, Accountability and Credibility to IT

As the cost of delivering IT services continues to rise, IT service providers, both internal and external, face serious challenges. They must align IT processes with business strategy and gain full visibility into enterprise IT infrastructure. To improve credibility and respond to corporate scrutiny, they need control over infrastructure costs so they can accurately predict, easily report on, and closely manage these costs. And they must be able to easily refresh technology and scale the delivery of IT services in a constantly changing business environment.

These challenges require full integration of numerous enterprise software applications and diverse islands of data. And as this infrastructure evolves, it must be managed with minimal software compliance risks and maximum asset use.

To address these issues, IT service providers need comprehensive, flexible solutions that standardize the alignment of a company's technical backbone with its strategic brain. They need to understand which IT and business services users need to do their jobs. And they need to do all of this within a reasonable cost structure.

The Provance IT Services and Asset Management Solution

To efficiently deliver aligned, high-quality IT services and assets, you must be able to automate practices across the enterprise. The time saved by automating key processes **lets IT managers focus on meeting strategic objectives and building effective collaborative relationships** with their line-of-business counterparts.

Benefits

- ❖ *Deploy software solutions that support corporate IT's evolution towards a client-vendor relationship with their lines of business*
- ❖ *Rapidly provide new hires with business and IT services that support their job function*
- ❖ *Easily track, report on, and control the cost of IT infrastructure*
- ❖ *Implement an efficient utility-based IT charge back model*
- ❖ *Create an IT services catalog and allow end users to easily request updates to their individual services*
- ❖ *Leverage the IT infrastructure through integrated systems and business processes adapted to the organization*

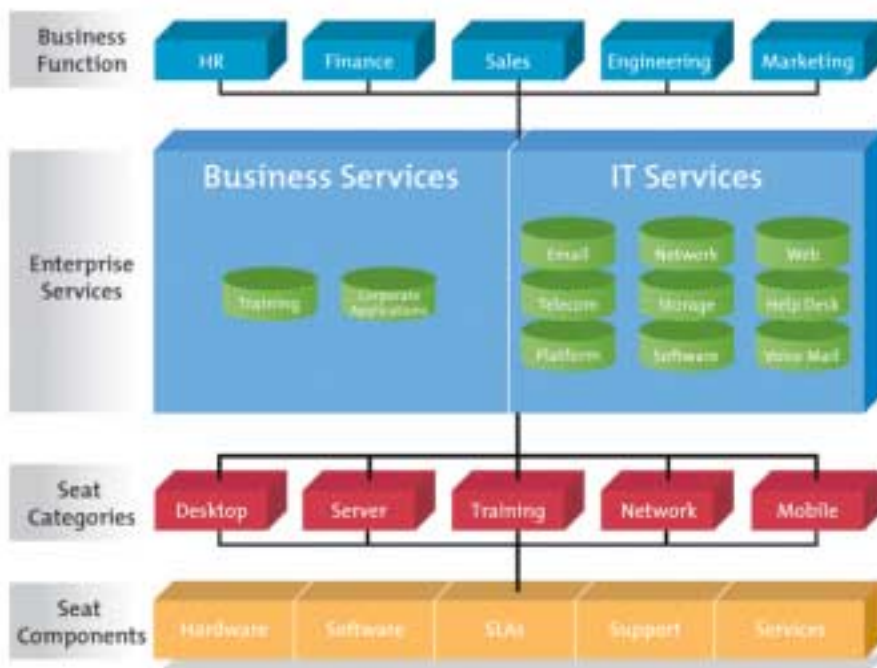
Traditionally, this automation has been delivered through IT asset management. Asset management refers to tracking and monitoring individual IT components, like desktops and servers. Provance's IT services and asset management model represents **the evolution of asset management**. It allows IT service providers to not only monitor a company's physical assets, but actually take control of their entire IT infrastructure, from hardware and software assets to service level agreements, software licensing, change management, and billing and charge back.

Consistent, Automated IT Services

A *seat* is a collection of IT assets and their related services and service level agreements. IT managers can define seats in support of a job function such as engineering, sales or accounting; in support of servers, communications, or peripheral devices such as cell phones and PDAs; and in many other ways. This approach lets you **standardize your infrastructure** for greater consistency and control, and provide more timely, automated billing and charge back processes.

The Utility Model: Minimize Risk, Maximize Value

The Provance IT Services and Asset Management Suite applies a *utility model* to IT seats. This means that users subscribe to IT services with predictable charges and service levels, much like one would subscribe to a utility. Rather than the enterprise purchasing a sizeable software licensing package up front, and thereby taking on the full load of fees and risks of faulty performance, IT service providers share the risk with lines of business through the monthly subscription relationship. This **lowers the overall risk and costs associated with purchasing technology**. You pay only for what you need, and can calculate IT return on investment on a monthly, rather than annual, basis. In addition, management gets **timely, accurate visibility into the total cost of IT ownership**.



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Provance™: The Market Leader in IT Services and Asset Management

The Provance IT Services and Asset Management Suite enables you to easily measure, manage and control the cost of your IT infrastructure, down to a granular level. Provance provides you with greater visibility into your IT operations and tighter control of your costs, while dramatically improving IT service levels.

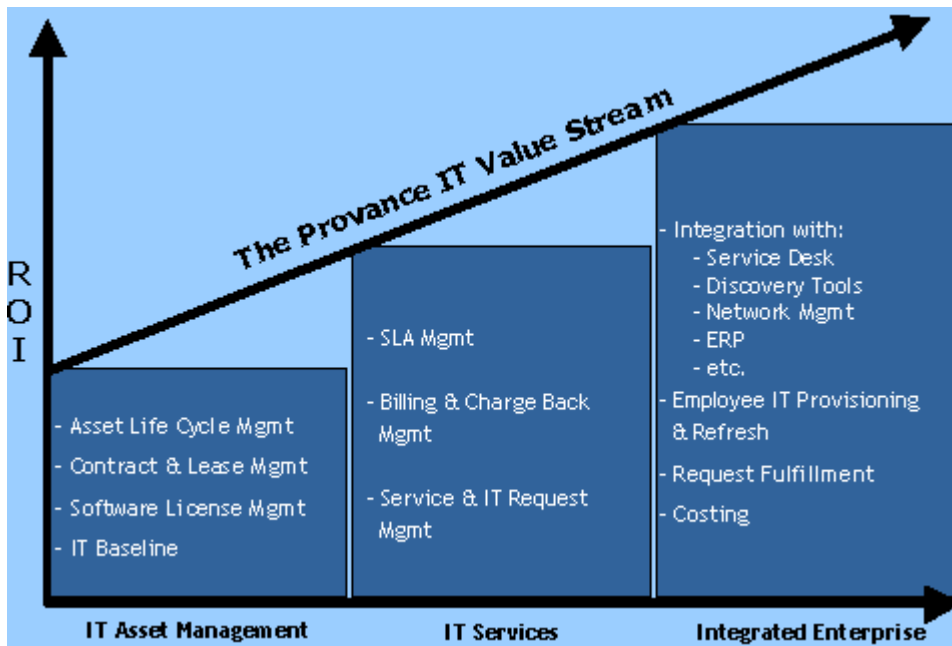
The Provance IT Value Stream

Implementing any technology model can be a daunting task. For this reason, Provance has defined repeatable IT value processes that represent most of the common business and technical requirements associated with IT infrastructure management.

As IT departments implement the Provance IT services and asset management model, they are able to evolve their role from basic IT asset management to true value enhancement. We call this evolution the IT Value Stream.

Our IT Value Stream encompasses three phases, each representing a marked increase in IT return on investment: IT Asset Management; IT Services; and Integrated Enterprise.

The IT value processes offer a blueprint that has been successfully implemented in some of the world's largest companies and government organizations. They can be implemented in any order - one at a time or several at once. Any IT organization that implements any of the IT value processes will see a significant improvement to their bottom line and productivity.





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About Provance

Provance is a leading provider of IT services and asset management software that helps Global 2000 companies, government organizations, and IT outsourcers improve visibility into their operations and gain tighter control of their costs, while dramatically improving IT service delivery to their customers. Provance's unique approach to IT infrastructure management enables a utility model that automates request management and the charge back of services to users. Through enterprise integration, Provance helps IT organizations eliminate redundancy and automate business processes while gaining greater visibility so they can accurately predict, easily report on, and manage the total cost of IT services and assets.

Provance is a privately owned, Canadian-based software company founded in 1997 by acknowledged IT management experts in direct response to customer demand for more competent, flexible, and cost-efficient IT services and asset management solutions.

Our Customers

Some of the largest, most successful companies in the world turn to Provance. The Provance IT Services and Asset Management Suite has helped organizations like NASA, Lockheed Martin Information Technology, and CGI dramatically improve their return on IT assets without sacrificing service levels to their end users or customers.

Our Partners

Companies that strive for enduring success in the global marketplace must have strong partner relationships. Provance partnerships include a leading group of systems integrators, technology partners, and resellers. Together, we provide an integrated approach that addresses every facet of an IT services and asset management solution.

Maximize Your IT Investment with Provance

Provance is committed to helping you realize the maximum benefit from our solution. Our partners - as well as Provance's consulting services and training staff - provide extensive expertise in implementing our solution.