



Billing and Charge Back Management



Accurate, easily audited information about service management billing is critical to the success of your IT services and asset management implementation. This capability builds your profitability by improving your billing process, and increases the satisfaction of your end users. Provance provides tightly integrated Billing and Charge Back Management capabilities to address these needs:

- ❖ Precise, automatic tracking of service management charges, including accurate capture of charges related to configurable and dynamic 'seat' constructs and billable events
- ❖ An easy-to-use spreadsheet environment that captures and manages complex service pricing schedules
- ❖ Detailed, context-sensitive billing reports

The Provance IT Services and Asset Management Suite

By integrating enterprise assets and services, Provance™ helps IT organizations eliminate redundancy and automate business processes. You gain greater visibility into IT infrastructure, so you can accurately predict, easily report on, and effectively manage the total cost of IT assets and services.

Provance's unique approach to IT infrastructure management uses a utility model to automate request management and the charge back of services to users.

Provance Billing Summary - Unprocessed Current Billing Period Charges

Contract	Planning Period	Billing Period	Report Date				
Site 1	Site 1 - Year 1	S1-P1-May04	May 31, 2004				
Funding Org	Summary Invoice	Current Billing Period				Previous Planning Period to Date	Total Planning Period to Date
	Seat Type	Count	Base Charge	Service	Total	Total	Total
Point-in-Time Seat	OP-WORKSTATION	30.00	\$12,000.00	\$577.50	\$12,577.50	\$10,577.50	\$23,155.00
	OP-NOTEBOOK	10.00	\$2,000.00	\$5.00	\$2,005.00	\$2,005.00	\$4,010.00
	OP-PHONE	45.00	\$900.00	\$75.00	\$975.00	\$975.00	\$1,950.00
	NETWORK PRINTER	49.00	\$2,450.00	\$40.00	\$2,490.00	\$2,490.00	\$4,980.00
	SP-WORKSTATION	10.00	\$1,750.00	\$0.00	\$1,750.00	\$1,750.00	\$3,500.00
	SP-NOTEBOOK	5.00	\$1,125.00	\$0.00	\$1,125.00	\$2,025.00	\$3,150.00
	SP-PHONE	4.00	\$120.00	\$30.00	\$150.00	\$150.00	\$300.00
	Total Recurring Point-In-Time	153.00	\$20,345.00	\$727.50	\$21,072.50	\$19,972.50	\$41,045.00
Pro-Rated Seats	EXECUTIVE WORKSTATION	1.00	\$200.00	\$20.00	\$220.00		
	Total Recurring Seat Charges	154.00	\$20,545.00	\$747.50	\$21,292.00	\$19,972.50	\$41,045.00
Holdbacks on base	Performance Holdback (Base)	20.00	(\$1,017.25)	\$0.00	(\$1,017.25)	(\$962.25)	(\$1,979.50)
		20.00	(\$1,017.25)	\$0.00	(\$1,017.25)	(\$962.25)	(\$1,979.50)
	Total Org Charge	174.00	\$19,527.75	\$747.50	\$20,275.26	\$19,010.25	\$39,285.50

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Meeting the Challenges of IT:
The Provance Solution

Services pricing framework

Your Challenge: Manage and maintain a flexible pricing model for services offered.
Provance Solution: With Provance, you can define a dollar amount charge for each seat type and service level combination. The charge for an asset for a billing period is equal to the base charge for the asset type plus the incremental charges for service level upgrades or downgrades. Provance supports any level of contract pricing granularity, greatly reducing the manual calculations required for billing processes.

Flexible billing capabilities

Your Challenge: Offer a flexible billing timetable and account for billing adjustments.
Provance Solution: With Provance, the start and end date for billing periods and the point-in-time billing date are user defined, allowing billing to occur monthly, quarterly, yearly, or within any other user-defined timeframe. Billing can be suspended by authorized users, with a full audit trail. Assets can have prorated billing types, where the charge is based on the number of days the asset is active times a daily rate for the asset. You can also use a point-in-time billing type, where the billing period charge of the asset is only applied if it is active on a specified date in the billing period.

Flexible pricing capabilities for
any number of planning periods

Your Challenge: Efficiently forecast pricing impacts of ongoing cost changes.
Provance Solution: Provance lets you capture multiple planning period rate increases for accurate budgeting and automatic billing rate rollover from year to year. A multiple planning period pricing worksheet also supports *pro forma* analysis of project revenue. Rapid import and capture of client-furnished or representative user and SLA data enables what-if simulation during the proposal phase to develop pricing and seat definition strategies.

Retroactive transactions

Your Challenge: Incorporate retroactive transactions into billing.
Provance Solution: With Provance, retroactive transactions are captured as part of the billing information with a full audit trail of the changes. Customer billing clearly identifies charges accrued from retroactive changes. You do not need to perform any manual tracking, thus reducing the chance of billing disputes or delayed payment.

Billing output

Your Challenge: Reduce your billing reconciliation efforts and facilitate an environment of mutual trust by providing the client with direct access to billing information.
Provance Solution: Provance automates the billing process, reducing manual bill creation and reconciliation. Our solution also offers flexible support for outsourcer billing models, and allows a variety of summary and detailed billing reports to be imported into common spreadsheet programs. Billing information can be provided at the sub-contract level, customer organization level, seat type level, and seat level. It also allows output in spreadsheet format, enabling you to enter this information into other enterprise systems and make it available to the client via a Web interface.

Provance: Bringing Visibility, Accountability and Credibility to IT
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. The Provance solution has helped organizations like NASA, Lockheed Martin Information Technology, and CGI gain greater ROI in IT assets without sacrificing service level commitments.

Provance is a privately owned 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.

Toll free: +1-877-438-5227
www.provance.com

Provance Technologies Inc.
85 Bellehumeur Street, Suite 300
Gatineau, PQ
Canada J8T 8B7

Provance Inc.
620 Herndon Parkway, Suite 200
Herndon, Virginia
USA 20170