



Contract and Lease Management



At the hub of the IT service value chain, users must effectively collaborate with many third-party service providers, including leasing companies, rental agencies, software and hardware vendors, equipment repair service providers, and many others, in order to minimize costs and maximize responsiveness.

Provance provides you with a comprehensive overview of your contractual relationships with external vendors, and a solution for efficiently managing the associated financial commitments.

As one of the main capabilities of the Provance IT Services and Asset Management Suite, Contract and Lease Management provides:

- ❖ Electronic tracking and management of all types of contracts, including warranties, service contracts, leases, and rental agreements
- ❖ Lease and rental management capabilities to track multiple agreements, schedules and the associated assets
- ❖ Comprehensive change management and history tracking to ensure service providers are properly credited for any equipment upgrades made during the lease or rental period
- ❖ Configurable, automated alert of key contract dates, such as expiration of leases or warranties

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.

The screenshot displays the 'Contractual Context' window with the following details:

- Service Contract:** SC-001-Laptops
- Service Contract Number:** 200300112
- Service Contract Amount:** \$15,655.00
- Service Contract Type:** Service Contract
- Vendor Name:** Dell Computer Corp
- Client Number:** 1255125152
- Coverage type:** Duration (365 days)
- Contact Information:** Eugene Davidson, Phone: (464)555-2222 ext. 222, Fax: (464)555-0202, E-mail: Eugene.Davidson@site2.com
- URL:** www.dell.com
- Attachment:** P:\Finance\Service Contracts\Dell200300112.doc
- Description:** Standard 1 Year Service Contract
- Workgroup:** Global

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Meeting the Challenges of IT: The Provance Solution

Comprehensive asset ownership management using leasing, rental, and service agreements

Your Challenge: Proactively manage contract commitments and meet contracted dates for returns and expirations.

Provance Solution: Provance offers contract tracking and management capabilities that tightly integrate with your asset management solution. This allows you to optimize asset deployment and avoid late return penalties.

Comprehensive history tracking for assets under lease

Your Challenge: Prevent lease overruns.

Provance Solution: Provance lets you maximize leasing credits and retain incremental hardware and software added to the asset while under lease. Our comprehensive change management and history tracking ensure that service providers are properly credited for any equipment upgrades made during the lease or rental period.

Warranty management

Your Challenge: Proactively take full advantage of ongoing warranties and plan effectively for warranty expiration.

Provance Solution: With Provance, you always have immediate access to up-to-date warranty information. Our solution lets asset managers, service desk, and field technicians avoid unnecessary repair costs, associate warranty information with a specific asset or group of assets, and set automatic reminders of the end date of a warranty so that the asset can then be considered for a maintenance agreement.

Hardware and software maintenance agreement/contract management

Your Challenge: Ensure you are getting maximum value from maintenance agreements and are making informed renewal decisions.

Provance Solution: Provance's centralized information repository improves employee productivity by making support information readily available to users, managers, field technicians, and the service desk. This not only lowers support costs, but vastly improves your service to end users. You can easily track information relevant to a hardware or software maintenance contract, such as maintenance period, type of maintenance, vendor contact, support numbers, and support entitlements. You are able to more easily comply to contract end dates through the use of automatic reminder notifications. You can also control support costs by identifying entities that are over and above the baseline. The result: better planning of refresh/replenishment activities. Provance also provides reference guidelines to service desk personnel to determine the scope of restoration required for failed equipment.

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.

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