



## DELIVER TRUE CLIENT VALUE WITH THE PROVANCE IT SERVICES AND ASSET MANAGEMENT SUITE

As a senior IT manager in the public sector, your core mandate is to deliver value to users. But you face unique challenges not experienced by your private-sector counterparts.

In addition to providing infrastructure services across organizational silos with multiple systems and different types of applications, you must work in an environment of unique statutory and regulatory guidelines.

The need to understand, account for, and reduce costs, combined with already-scarce IT resources, is making it increasingly difficult for managers to make the rapid resource adjustments necessary for meeting dramatically changing priorities.

Some of the world's largest government agencies are reaping the significant benefits of Provance's unique approach to IT infrastructure administration. Our model makes it easy for you to deliver consistent, visible value to users.

Initially launched in the U.S. Federal Government, IT services and asset management is your key to aligning IT infrastructure with the business needs of your clients and stakeholders.

Users want to subscribe to IT services much like a utility that has a predictable cost and service level. Provance provides this model, while giving you accurate measurement, control, and visibility into the total cost of IT ownership.

Our IT services and asset management model lets you excel in managing hardware, software, service levels, networking, security, and service desk functions, while aligning your services with the needs of your clients and stakeholders.

The IT services and asset management approach lends itself well to either an internal IT department or an outsourced, subscription-based IT model. In both cases, our services give you access to knowledgeable resources and best-in-class IT management processes, so you can focus on program delivery.

*"I've got more software than I know what to do with."*

*"How can I manage idle IT assets effectively to keep within budget constraints?"*

*"Without accurate visibility and control over IT infrastructure, it's hard to understand and predict the costs associated with delivering services to my clients and stakeholders."*

*"Our software non-compliance audits are killing us - how do I figure out what I have and when I need to take action?"*

*"How can I ensure that my team's information practices abide by department - and government-wide information policies?"*



## for Government

### Benefits

- ❖ *Take advantage of rapidly evolving technology to offer effective government services*
- ❖ *Streamline and consolidate IT processes*
- ❖ *Provide visibility and predictability of costs associated with IT delivery*
- ❖ *Deploy software solutions that let you establish a true client-vendor relationship with your internal clients and stakeholders*
- ❖ *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 changes to their individual IT services*
- ❖ *Leverage your IT infrastructure through integrated systems and business processes*

And Provance™ ensures tight integration with the many peripheral islands of information and automation in your organization, such as Service Desk, ERP, discovery, user databases and directories, catalogs, and network management.

### The Provance IT Services and Asset Management Suite

The Provance solution offers a robust, technology-based approach to managing your organization's complex technical requirements and business initiatives. You get greater visibility into operations and tighter control of costs, while dramatically improving IT service levels.

Provance has helped organizations like NASA, Lockheed Martin Information Technology, and CGI dramatically improve their return on investment in IT assets without sacrificing service level commitments to their end users or customers.

### 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.

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