



▶ OPTIMIZE IT SPENDING



▶ MAKE IT COSTS MORE TRANSPARENT



▶ ALIGN IT WITH OVERALL BUSINESS STRATEGY

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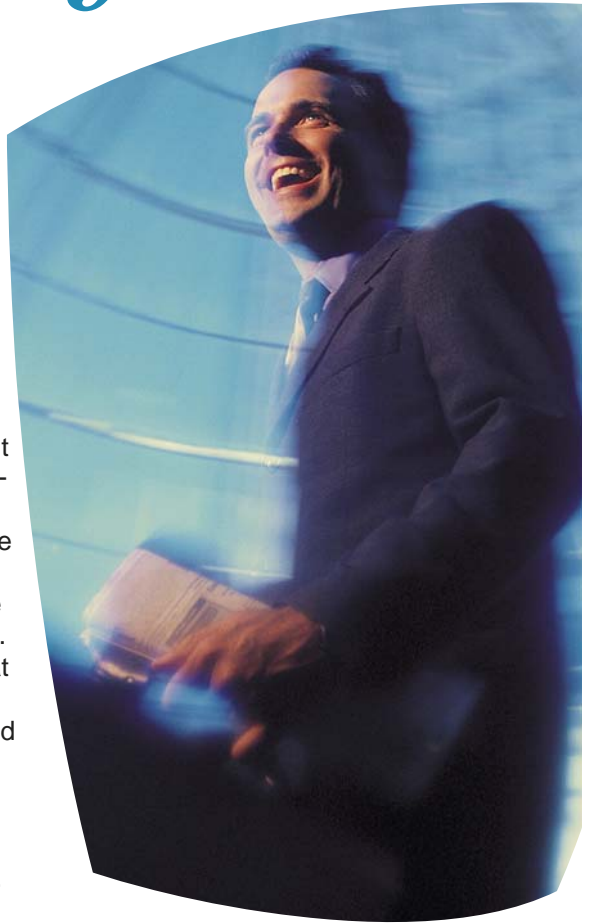
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Financial Management for IT *focus*

IT CHARGEBACK

BALANCE IT SUPPLY WITH BUSINESS DEMAND

*The era of IT as a “black box” is gone. Competitive pressures, global operations and demands for lowering administrative expenses, requires IT to be **transparent**. Business demand for technology drives IT investments and IT service offerings. CIO’s need to “Run IT as a Business” and new management practices are required to be successful in this endeavor. The CIO needs tools to help him succeed in aligning IT with the business and support the company’s strategic objectives.*



WHY CHARGEBACK?

Chargeback is a methodology to apportion and **recover IT cost** from the ‘customer’ base in a **fair and equitable** way. To be successful, chargeback must rely on usage metrics generated by the consumed services. Billing back IT’s cost is an ITIL Best Practice. Chargeback allows the business units to **control consumption** of IT Services, bringing a balance between supply and demand with **significant savings** to the enterprise.

- It must be fair and equitable, but at the same time it must be easily managed and understood.
- The business units need to have visibility to service usage detail.
- Cost must be aggregated at the appropriate organizational level.
- Produce invoice-like reports that are clear and easy to audit.
- Influence customer behavior and maximize IT investments.

Aeteon’s ITFM solution offering, combines years of IT Chargeback consulting experience with the flexibility of Aeteon’s chargeback software tool IT-BILL. We work closely with Capacity Management and establish demand-based costing models to recover 100% of IT’s internal costs.

OUR SOLUTION OFFERING

To be successful, a chargeback methodology needs to meet the following criteria:

- IT’s customers must agree with the method and rates.



Getting the most from your IT organization

STRATEGY + TECHNOLOGY: A winning combination

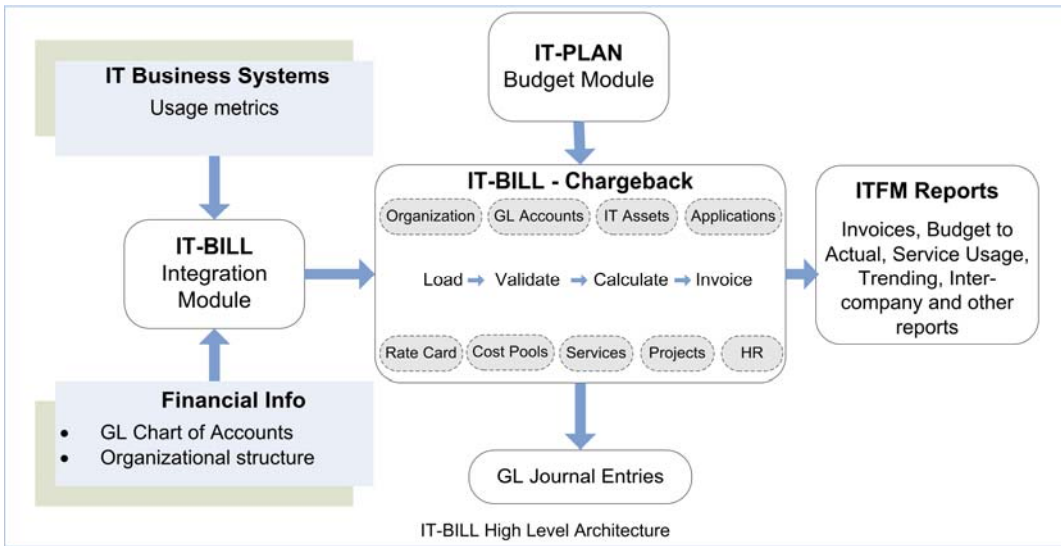


IT-BILL SOFTWARE IN SUMMARY

Utilizing IT-BILL, IT can recover the cost in an accurate and fair manner. IT-BILL can report for the use and cost of any IT area, application, or service. With IT-BILL you can:

- Identify the value that IT provides, and the customers it supports.
- Lower IT cost by allowing users to control consumption
- Recover the IT cost based on fair, accurate, clear and actionable way
- Assist in month-end close by automatically generating the Journal Entries

Aeteon assists IT organizations apply IT Service Management to their strategic advantage. We offer a unique approach, which includes an ITIL **assessment, tool selection and implementation** guidance for both Service Support and Service Delivery.



THE SOLUTION

Aeteon will develop accurate cost pools, rate cards and recommend a viable chargeback methodology. We will properly categorize the costs and map them to activities, products or services. During implementation we will configure IT-BILL for collecting usage metrics of the corporate IT assets and services. Finally we will produce Invoice-style reports that are understandable by the business users.

IT-BILL in a nutshell

The solution assists in the alignment of IT with business objectives by properly identifying the cost of services and recovering this cost in a fair and accurate way.

THE TECHNOLOGY

IT-BILL is a .NET application and runs on SQL Server or ORACLE. It provides seamless integration with all major monitoring and capacity management systems that track usage metrics such as IBM Tivoli, HP OpenView, Compuware Vantage, back up systems (Veritas), virtualization (VMware) etc. IT BILL imports data from procurement systems such as Ariba for direct cost (ex: asset leasing) and from telecom vendors for telecom usage expenses.

For more information and for free initial consultation please contact us at info@aeteon.com