

 TBM CONFERENCE 2017

Beyond Transparency: Bill of IT & Business Insights

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 APPTIO®

Beyond Transparency with Apptio Business Insights



Optimize hardware assets, service desk efficiency, and data center utilization and capacity to reduce IT spend.



Rationalize your application portfolio by eliminating redundancies and driving usage and adoption.

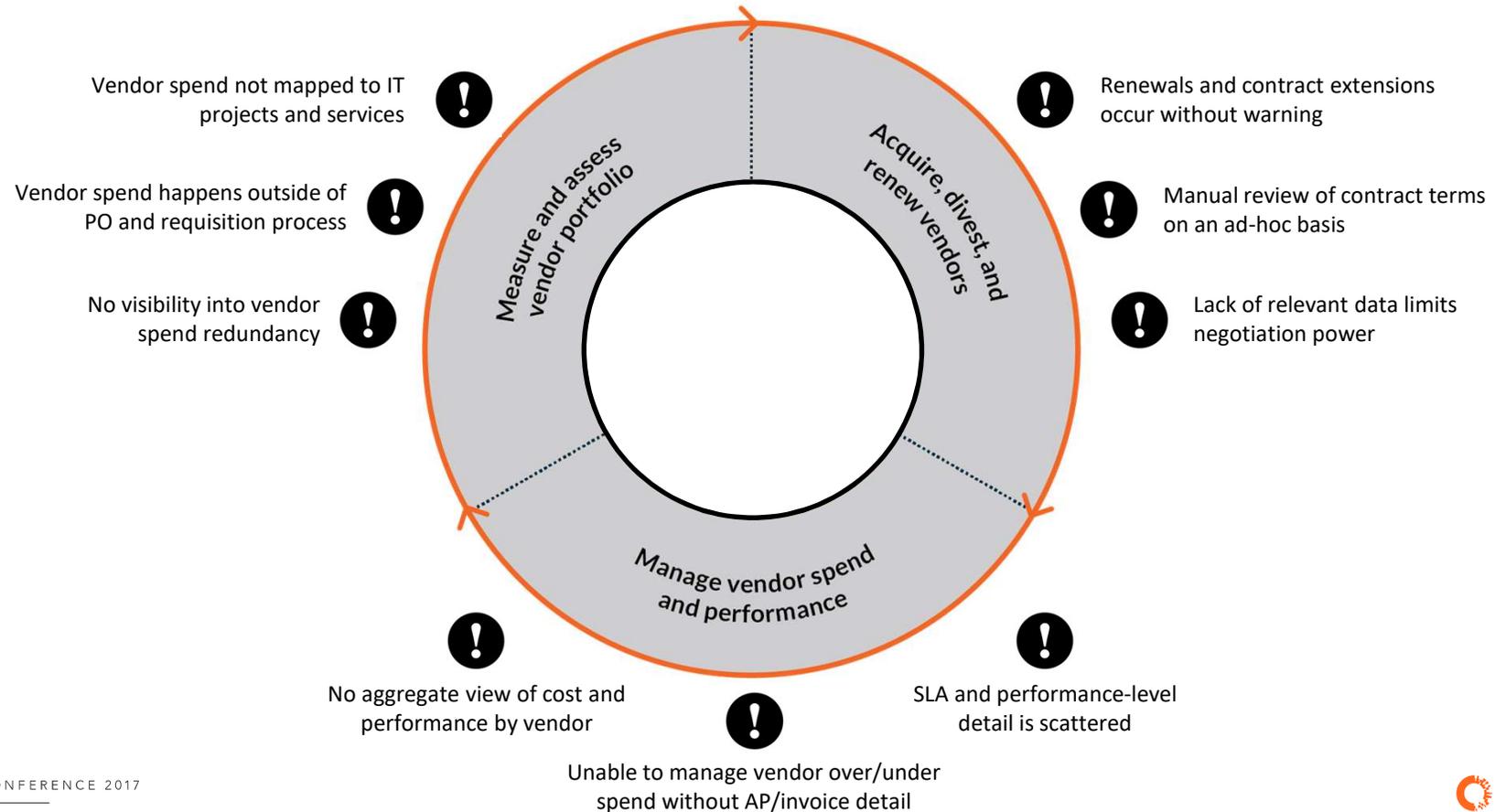


Optimize and align your vendor portfolio spend, performance, and contract terms to your IT strategy.



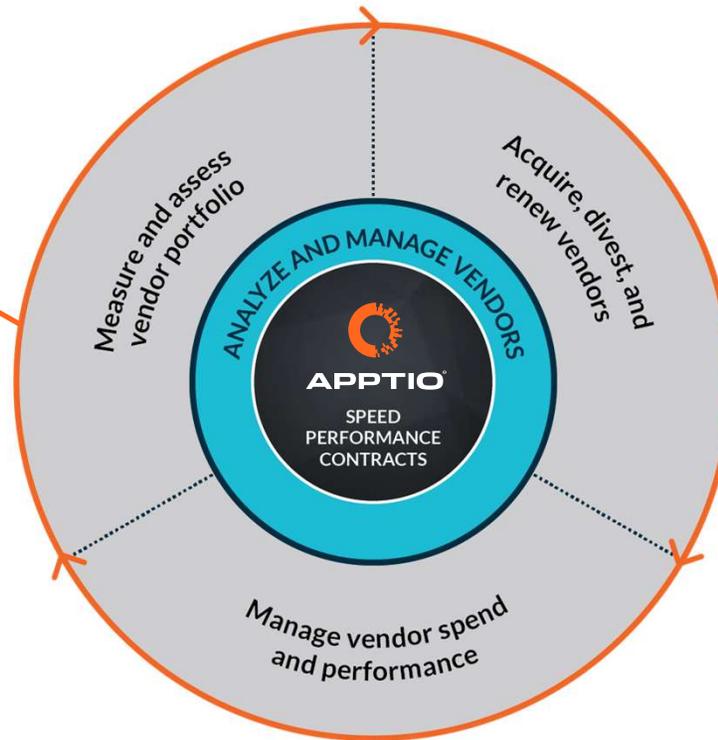
Get the most value out of your SaaS investments across Salesforce®, ServiceNow®, Office 365®, and more.

Typical Vendor Management Process



Business Outcomes with Apptio Vendor Insights

- Bring non-managed spend under control
- Identify unexpected variances and opportunities to shift spend
- Consolidate or rebalance vendors for volume discounts



- Avoid unwanted auto-renewals
- Strengthen vendor negotiations
- Consolidate application contracts
- Re-negotiate optimal pricing based on resource utilization and ARC/RRC terms

- Drive accountability of spend by PO owner
- Avoid overspend or underspend surprises
- Ensure vendors are meeting performance SLAs
- Ensure contracted spend commitments are met
- Manage resource unit variances based on ARC/RRC terms

Vendor Insights Value by Role

CIO & Senior IT Leadership



Make Fact-Based Decisions About Vendor Selection & Spend

Understand cost of top vendors & investigate variances/trends to ensure spend is aligned to IT strategy

Application & Service Owners



Manage & Rationalize Application Portfolio for Value

Manage vendor spend & performance across app portfolio & identify opportunities for consolidation

IT Finance & Vendor Managers

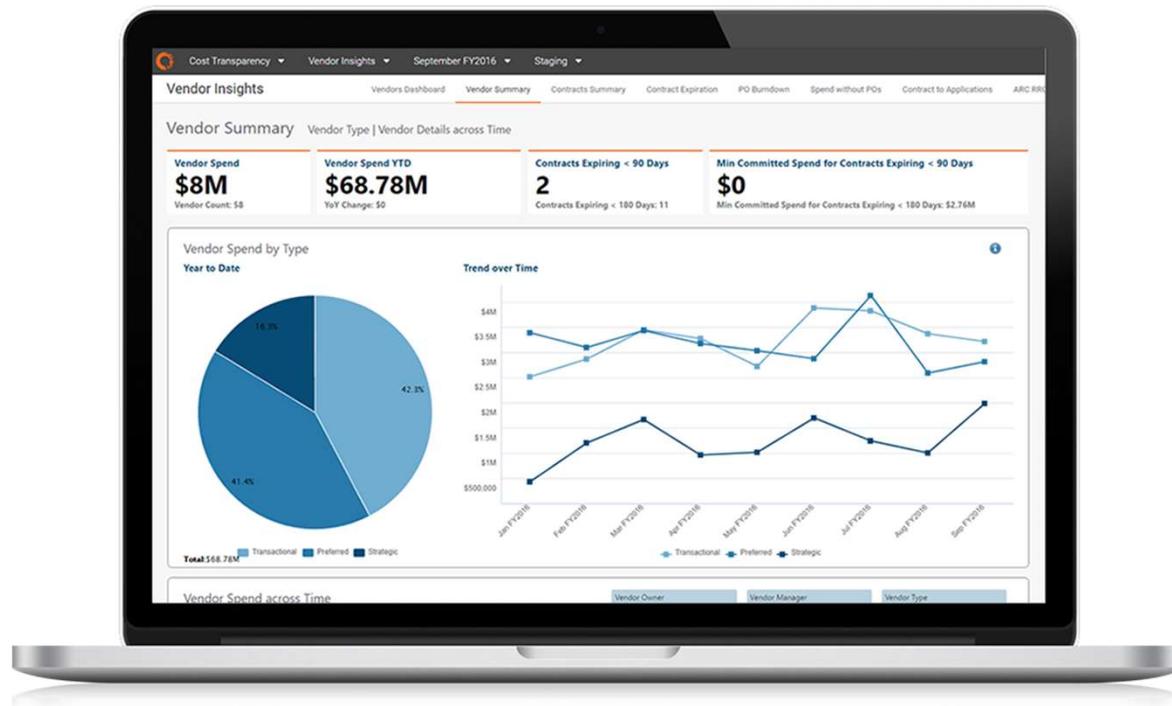


Manage Vendor Contracts & Relationships Across Portfolio

Optimize vendor spend & relationships & negotiate better contract terms

Vendor Insights

Product Demo



Real Results with Vendor Insights

“We no longer have to pour through individual contract details to get the big picture on vendor spend and performance”

“We didn't have a good way to identify spend outside of our PO process which impacted our ability to plan for upcoming vendor spend”

“Being able to monitor PO burndown allows us to avoid end of period overspend surprises or worse – budget claw backs for areas of underspend”

“Vendor Insights lets us identify areas of redundancy so we can adjust spending”

Beyond Transparency with Apptio Bill of IT

Showback



Chargeback



Common Challenges

IT allocations are **high-level** and **indefensible**



Difficult to evaluate IT alternatives, change allocations or improve service

Business consumes IT service **like it's free**

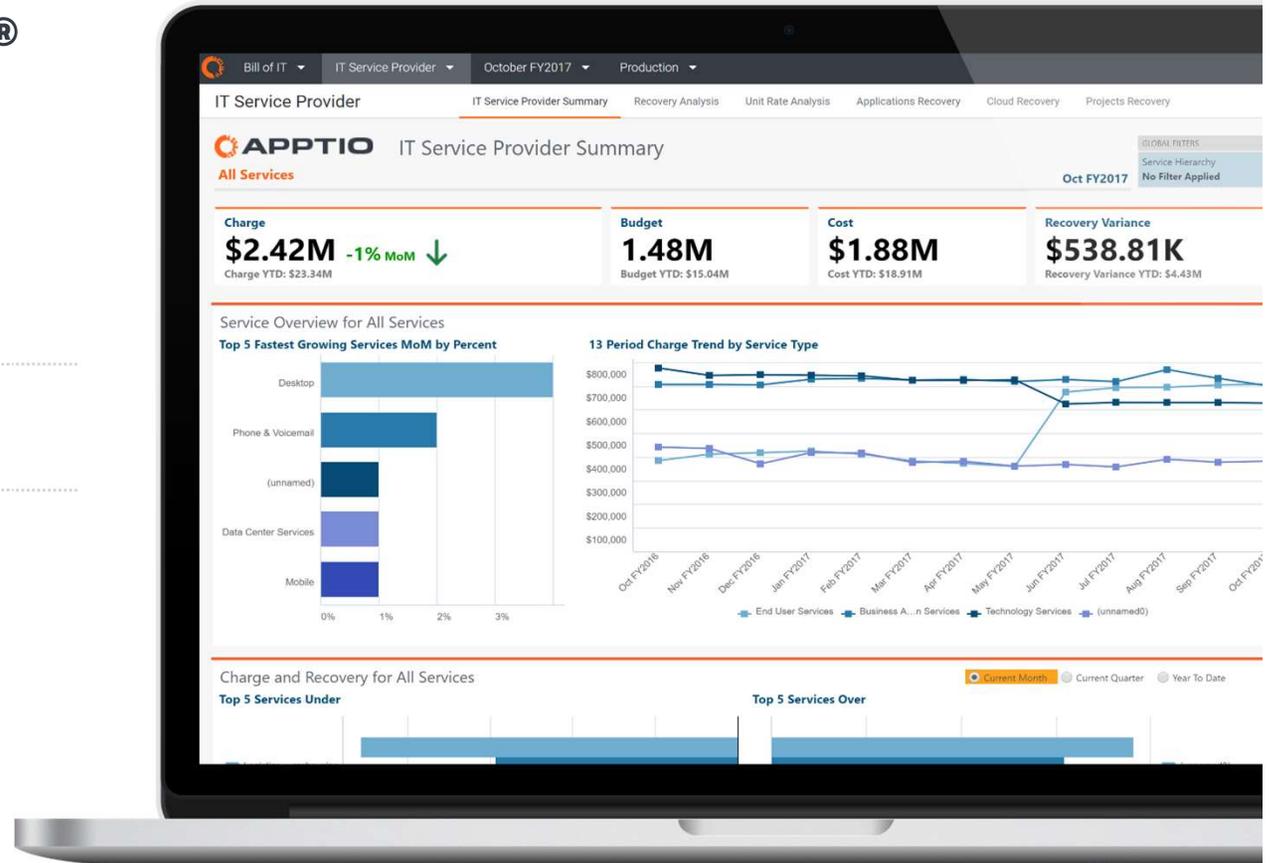


APPTIO Bill of IT[®]

Showback / Chargeback
to Business Consumers

Drive Consumption Behavior

Automate Monthly Billing



Bill of IT Value by Role

CIO & Senior IT Leadership



Demonstrate Business Value

Accurate and defensible IT costs related in the language of business services & products

Service & Product Owners



Manage Cost & Consumption for Value

Understand costs of services and apps, allocate costs to business units, justify allocations & drive accountability

Business Consumers & Business Relationship Managers

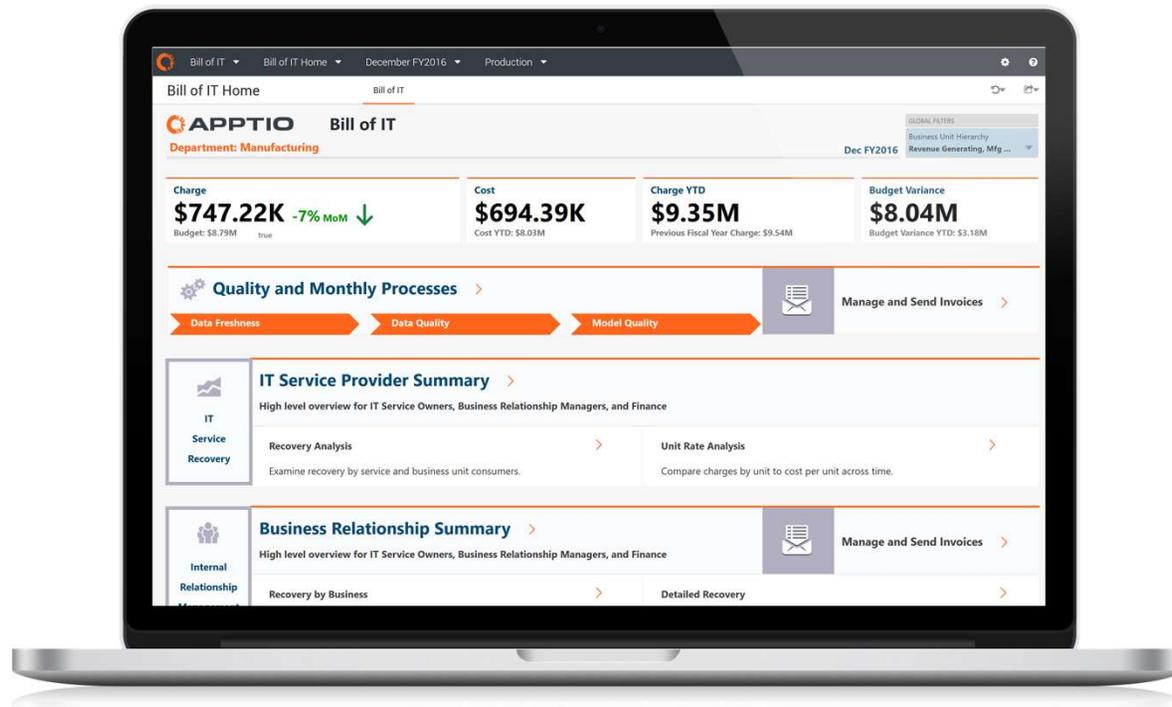


Understand Cost, Consumption & Alternatives

Receive monthly, self-service statement detail by application, service and project. Adjust service levers to impact statement and consider cloud and other solutions.

Bill of IT

Product Demo



Real Results with Bill of IT

“Business was so pleased with Bill of IT consumption showback, they led the charge to replace the company’s fixed IT cost allocations with a consumption-based cost model.”

“Completed a service transformation, now show consumers the price levers where they can choose to turn on and off costs.”

“1/3 reduction in run costs & 20% increase in discretionary spend.”

“Choices by the business drove a 35% reduction in physical servers.”

Q&A

Thank You!