Technology business management

How EY provides insight into total IT costs
Technology business management (TBM) provides winning insights into total IT costs

- Establish the total cost to deliver IT services from a buildup of individual cost elements
- Improve the accuracy of cost allocation back to the business
- Empower meaningful, fact-based service cost conversations with the business
- Understand how consumption decisions impact costs and why
- Reward the business for making cost-conscious choices with a direct bottom-line impact
- Know what your IT costs will be and when
- Anticipate how consumption changes will impact the bill of IT
- See how actual costs compare to budgets over time and plan for a wide range of scenarios
- Benchmark IT service costs against internal metrics and external market rates for comparable offerings
- Discover opportunities to streamline service delivery, simplify the IT environment, and uncover cost-savings opportunities

Why TBM?
Define an IT service catalog the business understands

EY brings leading-practice service catalog frameworks developed from our experience with transforming IT organizations globally.

We use a workshop-driven approach with service owners in your organization to create a customized service catalog to suit your needs and IT cost strategy.

EY drives organizational buy-in from day one. Stakeholders give input and are included in each step of designing the service catalog.

Define processes, design reports, and deliver training

EY brings deep knowledge of governance and controls. We set up practical governance roles and processes to allow for making efficient changes to both the cost model and service catalog while minimizing risk.

EY holds workshops with TBM stakeholders to define role-based reports required to support regular reporting and chargeback as well as cost-savings identification processes.

EY creates role-based training materials using proven organizational change methods and tools to support adoption of new tools and improve employees’ decision making.

Develop a rule-based IT cost model aligned to the service catalog

EY uses leading-practice cost model methods to create rules for how costs are built up and allocated to the business.

Cost model rules are translated into requirements for automation with a TBM tool. EY provides the business process, governance, operational improvements, and oversight necessary to realize the full potential of these technology approaches.

EY analyzes the quality of the available data to create a clear improvement roadmap for improving the quality of the data and maturity of the cost model rules.
Getting it right

Companies in any sector can successfully empower their IT cost decisions with TBM. Clients who have adopted EY’s approach to implementing technology business management have seen the following benefits:

- Identified significant recurring cost savings
- Quickly discovered a major amount of unfavorable vendor contracts
- Halved the effort and cost to produce the bill of IT
- Implemented and deployed TBM tools in record time
- Clear improvement targets for data quality and cost model maturity

Case study

Situation
A large regional utility sought greater control over the cost of IT services; however, IT was unable to explain its services and the relationship between cost and consumption.

Approach
Defined a service catalog and new cost model using industry leading practices to allow for reporting at the service level and third-party benchmarking. EY also helped implement a TBM tool and redesigned processes around the tool’s automation.

Outcome
The client has not only gained significant insight into the true cost and consumption of IT services. Its business units also benefit from greater control over costs, and the organization has used their new TBM tools to rationalize applications and find several opportunities to reduce cost.
About EY
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