



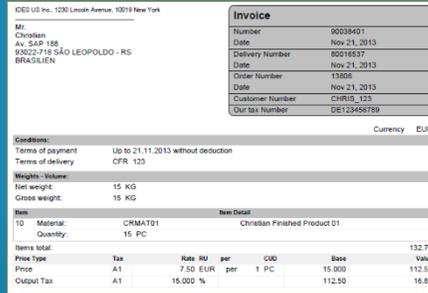
Value Through Insight™

Expense Reduction Analysts

IT Solutions

Time to Unlock your Potential

expensereduction.com



Invoice	
Number	9003401
Date	Nov 21, 2013
Delivery Number	8001637
Date	Nov 21, 2013
Order Number	13806
Date	Nov 21, 2013
Customer Number	CHR00_123
Our tax Number	DE123456789

Conditions	
Terms of payment	Up to 21.11.2013 without deduction
Terms of delivery	CFR 123

Weights - Volume	
Net weight	15 KG
Gross weight	15 KG

Item	
Material	CRMAT01
Quantity	15 PC
Item Detail	Christian Finished Product 01

Items total							
Price Type	Tax	Rate	RU	per	CUO	Base	Value
Price	A1	7.50	EUR	per	1 PC	150.00	112.50
Output Tax	A1	15.000	%			112.50	16.88

Invoice loopback

Fact-based invoicing

Compare invoices of IT outsourcing partners with actual usage, validating the correct amount.

Undisputed data

Usage data can be traced undisputedly back to the source; eliminates discussion with suppliers.



Software Licences

Actual software usage

An accurate count of the number of software installs, usage, licenses and entitlements across the organisation.



KPI validation

Reality check

Validates if performance matches with the received invoice, based on undisputed data.

Smart contracting

KPI's are automatically and transparently tracked and validated.



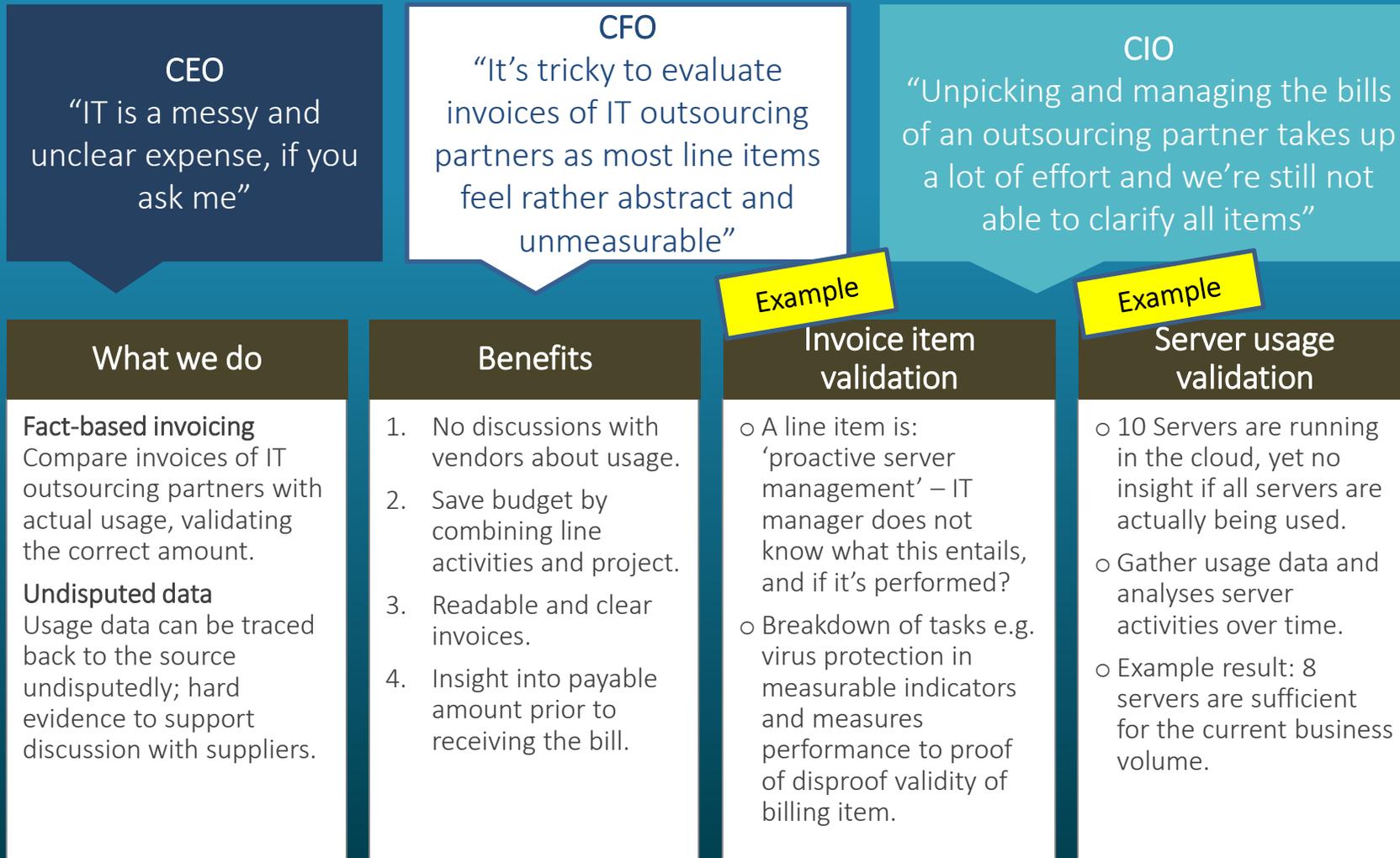
IT Change planning

Prediction

Pro-actively analyse usage trends to predict how the IT domain needs to be updated to maintain performance.

Scenario-planning

Run 'what-if' scenarios to understand implementations of choices on IT domain. Correlates the IT environment with business dynamics.



IT Solutions – What do we solve?

Invoice loopback

Omschrijving	Periode	Aantal	Prijs	Totaalbedrag	BTW%
Helpdesk & Incident Management	01-11-2014 t/m 30-11-2014	1	16.300,42	16.300,42	21%
Problem Management	01-11-2014 t/m 30-11-2014	1	2.508,33	2.508,33	21%
Change Management	01-11-2014 t/m 30-11-2014	1	827,50	827,50	21%
Pro-Actief Server Management	01-11-2014 t/m 30-11-2014	1	27.224,33	27.224,33	21%
Security Management Servers & Internet	01-11-2014 t/m 30-11-2014	1	180,00	180,00	21%
Security Management Servers & Internet variabel	01-11-2014 t/m 30-11-2014	1	9.327,08	9.327,08	21%
Service Level Management	01-11-2014 t/m 30-11-2014	1	3.120,00	3.120,00	21%
Agendacontract	01-11-2014 t/m 30-11-2014	1	2.525,00	2.525,00	21%
Configuratie Management	01-11-2014 t/m 30-11-2014	1	684,17	684,17	21%
Helpdesk & Incident Management 7x24 Standby	01-11-2014 t/m 30-11-2014	1	1.030,00	1.030,00	21%
Managed Desktop Services	01-11-2014 t/m 30-11-2014	1	4.139,67	4.139,67	21%
Managed LAN Services	01-11-2014 t/m 30-11-2014	1	881,83	881,83	21%
Preventief Storage Management	01-11-2014 t/m 30-11-2014	1	1.600,00	1.600,00	21%
PDA Support variabel	01-11-2014 t/m 30-11-2014	1	412,50	412,50	21%
Security Management Desktops variabel	01-11-2014 t/m 30-11-2014	1	584,83	584,83	21%
Security Management Firewall variabel	01-11-2014 t/m 30-11-2014	1	495,83	495,83	21%
Thirrd Party Management variabel	01-11-2014 t/m 30-11-2014	1	1.375,00	1.375,00	21%
Extended Support Window	01-11-2014 t/m 30-11-2014	1	583,33	583,33	21%
Housing incl Lan stretch	01-11-2014 t/m 30-11-2014	1	7.615,00	7.615,00	21%
Totaalbedrag excl. BTW					
81.414,82 EUR					
BTW-bedrag					
17.097,11 EUR					
Factuurbedrag					
98.511,93 EUR					

A customer couldn't validate the monthly invoice!

No underlying data was supplied by the supplier and was not available inhouse.

CEO
“Are we sure we’re fully compliant?”

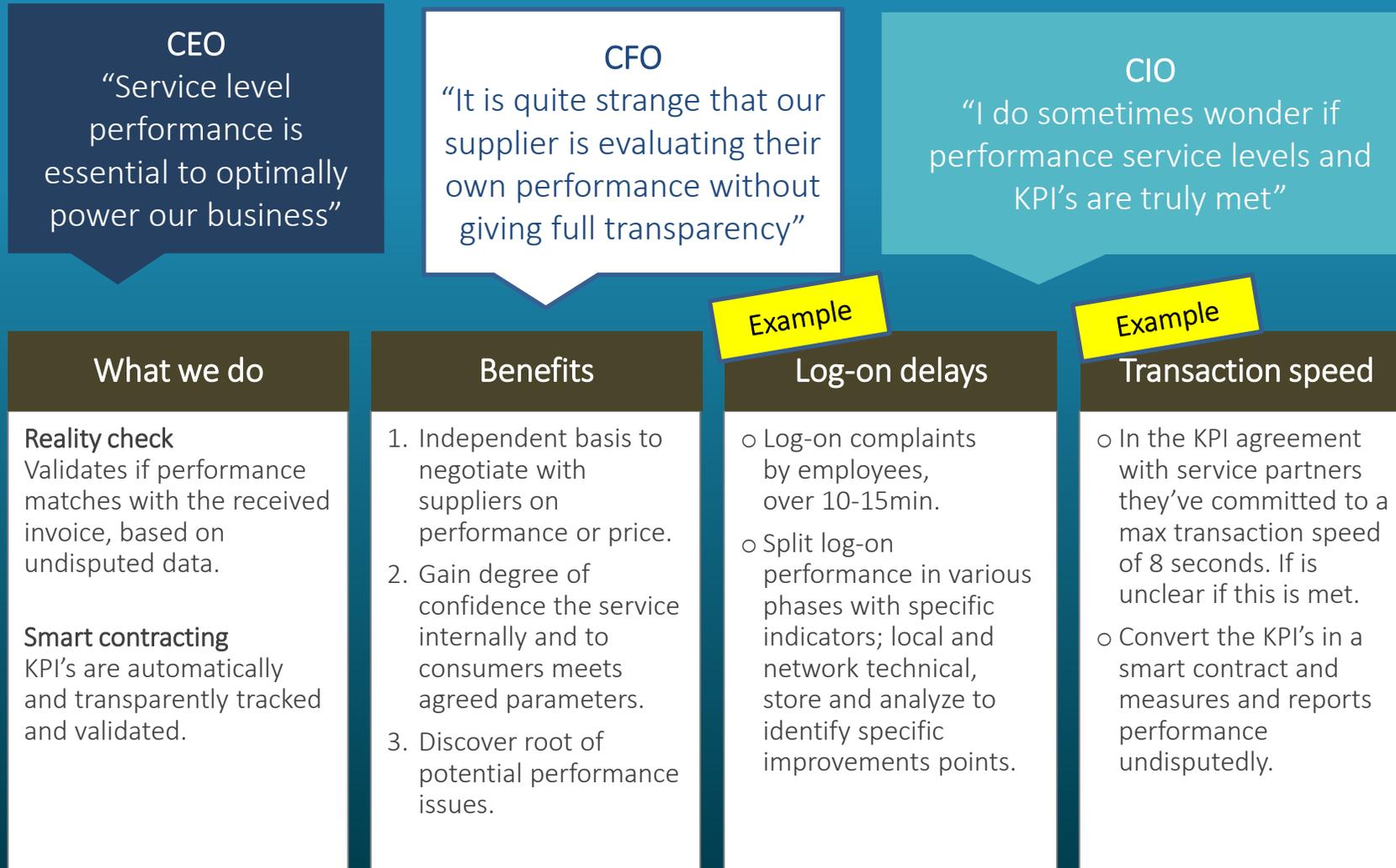
CFO
“I can’t escape the feeling we are paying too much towards some of our software licenses?”

CIO
“My colleagues are wasting time manually checking installed software on each computer as it is the only way to obtain an accurate count”

What we do	Benefits	Example Tibco negotiations	Example Microsoft Audit
<p>Actual software usage An accurate count of the number of software installs, usage, licenses and entitlements across the organization.</p>	<ol style="list-style-type: none">1. Stop paying for unused licenses.2. Support future contract negotiations.3. Reassurance of full compliancy.	<ul style="list-style-type: none">○ To support new contract negotiations for Tibco licenses, status quo is required. As Tibco is not a standard SCCM tool, counting is manual and laborious.○ Measure installs, usage and entitlements in an undisputed way to support the contract negotiations.	<ul style="list-style-type: none">○ A Microsoft licensing audit is coming up; validate compliancy to avoid high fees and bad press.○ Measure installs, usage and entitlements in an undisputed and shareable way with Microsoft.

IT Solutions – What do we solve?

KPI Validation



CEO

“Business growth should never be hampered because IT is lacking behind.”

CFO

“I can’t seem to get a full grip on our IT costs: we’re simply not able to forecast all needed investments.”

CIO

“I forecast investments to the best of my capabilities, but it’s hard to predict future needs.”

What we do

Prediction

Pro-actively analyse usage trends to predict how the IT domain needs to be updated to maintain performance.

Scenario-planning

Run ‘what-if’ scenarios to understand implementations of choices on IT domain.

Benefits

1. Accurate budget and IT change forecasting.
2. IT growth in line with business growth.
3. No unexpected expenses.
4. Fewer performance issues.
5. No over-investment in unnecessary infrastructure.

Example

150 new hires

- In 2019 the CEO wants to hire 150 new employees to support business growth: what is the impact on IT?
- Run ‘what-if’ scenario’s based on extra load to analyse what IT investments are required to keep up with business growth, revealing all IT cost implications.

Example

Cloud migration

- Wondering to move the infrastructure to the cloud or not? What would implications be on IT requirements and cost?
- Model cloud migration scenarios, calculate costs, number of servers etc. to support decision making, and financial planning.

IT Solutions – Use case CEO

Age: 47

CEO of a mid large Construction company

Problems to solve?

1. Legal liability to retain documentation for 20 years after project handover.
2. Software is often delivered per project by contracting parties and license obligations are unclear due to missing information.

How did TrustScanner solve this scenario?

1. Knowing that data exists is the hardest thing to manage in retention issues.
For mail you can use the mail servers but if a user uses the local file system you need to be sure about rights and how folders are structured. By monitoring local rights in combination with folder monitoring you can flag data that needs to be retained and handle it accordingly.
2. Installing and monitoring software can be done under SCCM (mainly enterprise) but if somebody installs only an executable this is not retained by rights. Also it is not flexible in all cases and you want the user to have elevated rights. What you don't want is for users to install software without your knowledge.
TrustScanner can monitor the presence and (latest) usage of software per device.

IT Solutions – Use case CFO

Age: 51

Works for pilot customer 6 months

Assignment?

- Run a cost containment program in order to find adequate funds and reallocate this for project costs regarding implementation of a new order tool.

What are the questions to outline the problem?

1. Is the IT fit for purpose (user and as a whole)?
2. Can we stretch life of machines after depreciation of specific machines?
3. Is concurrent use of estate possible for specific users?

How was this problem solved by TrustScanner?

- The data shows that 90% of the machines are fit for purpose. However the 10% of users have a machine that was overclassified for their work. These specific users are mainly using mail whilst using a performance laptop. The machine scans show that they did not use other programs provided in their role-based profile.
- Yes, 50% of the estate was 5 years old and due for replacement. However the machines were monitored based on the eventlog and performance monitoring showing issues. For 35% of the machines this showed no issues and 15% showed some minor issues. The machines from 1 are combined with 2 and this resulted in a forecasted stretched lifetime of 2 years.
- Yes, 3 users are found that could combine the machines. For those users hosted shared desktops were created using a standardized profile. In order to find these users the login and logout was monitored in combination with (anonymous/obfuscated) activity trackers.

IT Solutions – Use case CIO

Age: 43

CIO of Hospital with 1.000 users

Problems to solve?

1. Performance complaints users but unclear when, what and how.
2. Invoices can not be related to fact-based data.
3. Business impact of security incidents.

How did TrustScanner solve these problems?

1. Performance is monitored via TrustScanner like other solutions do. The biggest issue is that some parts of contracts can not be related to standardized solutions. Besides the standard performance monitoring TrustScanner is capable of custom monitoring relating data to contract items.
2. Invoices based on counters are the hardest to manage, because what is the truth. TrustScanner is capable of creating a single source of truth for both customer and supplier safeguarding the integrity of data.
3. Software vendors often have security patches and suppliers are contractual obliged to install them in certain timeframes. But are these frames met and if not how is it signaled. Monitoring security events based on the customers contract is part of a custom suite. These custom implementations are made easy using a unique structure of the backend environment.

IT Solutions – Your ERA team

ERA consultants



Jeanine Bouwmans
jbouwmans@expensereduction.com
+31 (0)6 5335 6037



Paul Hoogduin
phoogduin@expensereduction.com
+31 (0)6 3734 9839

Experts



Wim Delvaux
IT Specialist





Get in touch for a
face2face meeting.

We hope to cooperate with you soon!

Time to **Unlock** your **Potential**

Value Through Insight™

expensereduction.com