

Full Transparency for IT Costs and Services at Otto Bock Healthcare with Serviceware Financial

Karsten Bömeke, Application Manager Account & IT Controlling at Otto Bock Healthcare talks about why they chose Serviceware.

To increase transparency for IT costs and services, Otto Bock Healthcare deployed the Financial Management software solution Serviceware Financial to replace Microsoft Excel which had been used in IT Controlling.

As a result, the medical technology company improved its controlling capacities and made significant cost savings in IT controlling. We sat down with their Application Manager Karsten Bömeke, to find out the story so far.

What do you use Serviceware Financial for?

We use Serviceware Financial to process approximately 140 IT services across the company. All services are comprehensively allocated based on usage and made revision-safe for 90 companies worldwide. All IT services are aligned with departmental business processes and the costs are strictly calculated based on actual usage.

What are the major benefits of that approach?

Exact allocations of costs to cost centers and companies enable us to achieve comprehensive cost reporting as well as sustainable planning and controlling of IT services. Calculation models have been simplified, automation has increased, and we have achieved a more sustainable process cost reduction in our IT financial management.

Furthermore, accounting has become more consumer-friendly, given that we can now list usage data on a user-by-user basis. Another important topic is revision safety, since tax authorities and economists have put increased focus on that in recent years. Thanks to Serviceware Financial we could optimize our documentation to easily adhere to transfer pricing regulations for our internationally operating companies.

The software tool offers immense support and has become an integral building block of our documentation of these requirements which greatly helps with audits and reporting.

How has the work of your service employees changed?

Despite an increase in service load, our employees have become more efficient. There has been a 50 per cent increase in services and the number of settlement recipients has doubled, but employees still do not have to work any more hours than they did before. In addition, cost allocations have become significantly more user-friendly using Serviceware Financial

Why did you choose Serviceware Financial?

We looked at a number of options but chose the Serviceware Financial due to its focus on matters of settlements as well as the powerful calculation of IT services. Equally important was that the software leads to more transparency on the side of expenses for different service providers. In summary, the whole package has proved just right for us. We were supported with initial consulting over the realization of the project and then support for using and introducing the tool which made the implementation as smooth as possible.

What is your overall conclusion for the Serviceware Financial project?

In Serviceware Financial, we found a solution that enables us to keep a reasonable balance between costs and services in our company IT Costs and Services. This has continuously improved service quality for Otto Bock employees.



The Project at a Glance

Topic

IT Financial Management with Serviceware Financial

The customer

Otto Bock Healthcare GmbH

www.ottobock.de

Industry

Healthcare

The project in numbers

- 140 IT services
- 90 companies (settlement recipients)

Project highlights

- Increase in efficiency despite 50% increase in services and doubling of settlement recipients
- Revision safety
- Comprehensive cost reporting
- Long-term sustainability of planning and controlling of IT services
- Sustainable process cost reduction
- Significant simplification of calculation models

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