

Cost-to-Value Flow
From Data to Dashboard

Understanding the company's current data and processes in IT and shared services, the Digital Value Model (DVM®) allows for flexible implementation based on the organization's context. Unlike rigid methodologies, the DVM accommodates existing infrastructure, recognizing differences in legacy systems, data sources, and digital maturity.

Existing Cost Model?

DVM helps adopting the TBM taxonomy: turbocharge your cost model with data from your ERP system like SAP, ITSM sources, apps and even from spread sheets.

No Cost Model?

Leverage the DVM best-practice structures and templates to easily and quickly build up a TBM-oriented cost model.

Digital Value Model®

Identify data sources feeding into the DVM model, including financial, operational and consumption data. Collect and cleanse this data for accuracy and consistency. Assisted by AI, map the data to the appropriate DVM categories then import it.



1. General Ledger and DVM Cost Collectors

Automation: costs from the General Ledger and the DVM Cost Collector layer will be assigned by push mechanisms. This goes for Chart of Accounts and actual costs as well as assets and depreciation schedule.

2. Supporting Layer

Infrastructure services, skills + HR resources, cloud, external vendors, applications: From here on, costs will flow by pull mechanism through the model to ensure consistency and a demand driven approach.

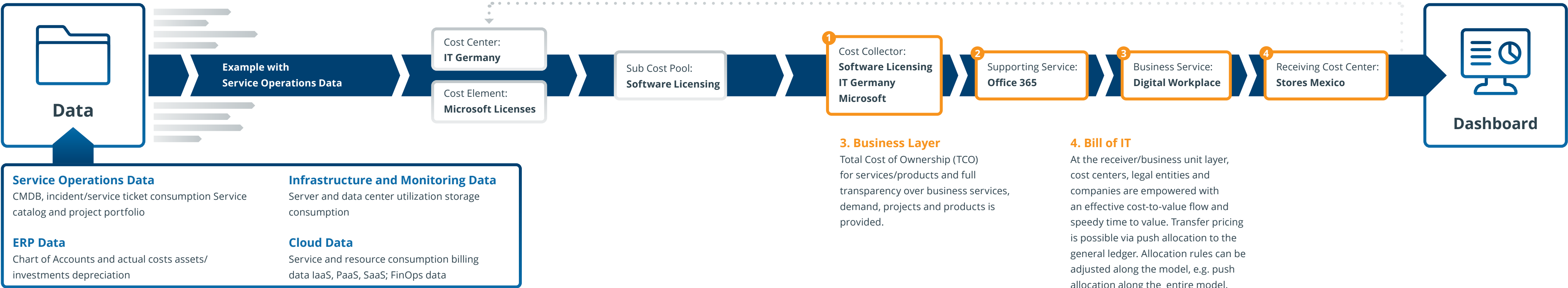
3. Business Layer

Total Cost of Ownership (TCO) for services/products and full transparency over business services, demand, projects and products is provided.

4. Bill of IT

At the receiver/business unit layer, cost centers, legal entities and companies are empowered with an effective cost-to-value flow and speedy time to value. Transfer pricing is possible via push allocation to the general ledger. Allocation rules can be adjusted along the model, e.g. push allocation along the entire model.

Example Process



Minimize IT Costs

Savings potential at the click of a button: Simplify the planning and budgeting of IT services. Drill down to the smallest cost unit, Total Cost of Ownership (TCO) – discover how to optimize control of your IT costs.



Raise IT Service Level

From a holistic IT service catalog to the cost-to-service flow: Understand what your IT contributes to business growth. Analyze essential components and redundancies. Free up budgets for growth and innovation.



Increase Business Value

Identify value drivers, provide full cost transparency along the value chain. Simulate “what happens, when”, plan with and profit from cost modeling. Enable data-driven, informed decisions that benefit your customers.

FinOps and TBM

On to the next round! The Digital Value Model® offers all the metrics, KPIs and process options to bring the FinOps framework to life.



Ensure combined strategic outcomes such as cloud Total Cost of Ownership (TCO), cloud chargeback and cloud planning. Talk to us!

ServiceWare. That's how.



THE DIGITAL VALUE MODEL®

Pole Position in
Technology Business Management



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THE DIGITAL VALUE MODEL

The Serviceware Digital Value Model (DVM®) starts with the status quo of your company's data and process realities, without presupposing the mandatory use of a unified model. The advantages of its implementation are obvious: accelerated, effective and sustainable digital transformation in your company and maximum efficiency in the processes – for the benefit of your external and internal customers. **Serviceware. That's how.**

