SPEND SMART TO SAVE BIG:

How CIOs Drive Strategic IT Financial Management in a Challenging Economy

Content

The CIO's Balancing Act in Times of Crisis

2025: NAVIGATING ECONOMIC UNCERTAINTY

As we enter 2025, the global economy stands on shaky ground. According to the International Monetary Fund's (IMF) World Economic Outlook (January 2025 update), global economic growth is projected to slow to 3.3% for both 2025 and 2026 – well below the historical average of 3.7%. A combination of factors is driving this slowdown: geopolitical tensions, persistent inflation concerns, and structural shifts in global supply chains continue to create economic pressure worldwide. Despite these challenges, the IT sector offers a ray of hope: Gartner predicts that global IT spending will rise by 9.3% in 2025, fueled largely by the rapid expansion of generative AI (GenAI). Software investments are expected to grow by 14%, while IT services spending is set to increase by 9.4%. With cybersecurity threats on the rise, security solutions will remain a top priority for IT leaders. A similarly optimistic outlook comes from CIO Magazine, which reviewed Forrester's 2025 Budget Planning Guide for Technology Executives. According to the report, over 90% of IT decision-makers anticipate budget increases in 2025. However, much of this growth – consistent with Gartner's forecasts–will likely remain in the single-digit range. Moreover, CIOs expect that higher spending on skilled talent and the effects of inflation will quickly absorb much of the budget increases.

Investment freeze or crisis innovations: How to evaluate potential savings.

So, while IT investments are generally expected to rise in 2025, many planned initiatives may still face cuts, may be scaled back or may be postponed. The question is: What's driving these tough choices?

Investment Freeze or Crisis-Driven Innovation

When sales decline or profitability comes under pressure, many companies react by freezing investments. Cost-cutting measures often follow quickly, sometimes at the expense of the company's long-term stability. Businesses typically focus their cuts on:

- **Workforce reductions**
- **Marketing and advertising**
- **Research and development (R&D)**
- **Operational and administrative expenses**
- **Digital transformation and IT**
- **Supply chain and production**
- **Employee benefits**

Where and how companies cut costs depends on the type of crisis, industry dynamics, and strategic priorities. Most organizations choose cost-cutting measures that are easy to implement, require minimal internal approval, and avoid damaging their public image. Consequently, IT investment often becomes an easy budget cut target, since everything "seems to be working fine" – creating a false sense that no upgrades or changes are urgently needed. Despite their strategic importance, initiatives like digital transformation and process automation are frequently subject to budget reductions, largely because decision-makers underestimate their urgency and impact. However, this doesn't mean executives are simply being shortsighted. Recent studies show that digitalization is becoming a top priority at the C-suite level.

KPMG's Global Tech Report 2024 explores the business value of technology investments, revealing that organizations are increasingly seeing strong returns on their tech spending.

According to the study, 72% of executives believe their digital transformation efforts create business value, and 69% are satisfied with the results. In the past two years, 87% of companies have leveraged technology to boost profits. Notably, there has been a 25 percentage point increase from 2023 to 2024 in the number of executives reporting a positive impact on profitability, highlighting the growing success of tech-driven initiatives.

Nonetheless even in these companies (as in many in the SME sector), decision-makers are closely assessing which IT investments will remain on the 2025/26 agenda, which will be postponed, and which will be prioritized.

Why Is It So Difficult to Assess the True Value of IT Investments?

The biggest challenge lies in making the tangible benefits of IT investments fully transparent. Unlike physical products, where pricing models are relatively straightforward and easily understood, IT services often lack clear cost allocation and billing models. Instead of offering precise insights into the costs and value of individual services, companies typically rely on broad overviews of expenses related to hardware, software, personnel, and external providers. This lack of granularity makes it challenging to justify investments and demonstrate a clear return on investment (ROI).

This is where **IT Financial Management (ITFM)** software solutions come into play. These tools support companies to efficiently manage the financial aspects of their IT services and infrastructure. By increasing cost transparency, ITFM software enables companies to assess the financial viability of IT investments and position IT as a strategic business driver. Through comprehensive cost analyses and forecasting capabilities, companies can make more informed, data-driven decisions.

Enhanced transparency empowers businesses to more efficiently control IT expenses and identify optimization opportunities, frequently leading to significant cost reductions. Simultaneously,, ITFM solutions help align IT budgets with broader business goals, ensuring investments directly support strategic priorities.

A key advantage of ITFM tools is their ability to establish performance-based cost allocation. Instead of relying on traditional blanket cost distribution models, companies can charge for IT services based on actual usage – ensuring a fairer and more accurate billing process. This enhanced transparency is particularly beneficial for multinational enterprises, as it simplifies the management of tax-compliant cross-border cost allocations, commonly known as transfer pricing. At their core, ITFM solutions are software tools – and like any IT project, they are vulnerable when budgets tighten. The real challenge lies in demonstrating why these solutions should remain a priority or, if not yet planned, making a strong case for their immediate adoption.

This is where CIOs need to step up.

The CIO’s Role as a Strategic Innovator

The expectations for modern CIOs continue to rise as their influence expands across multiple domains. Digitalization – and the accelerating shift toward digital products and services – has become a baseline responsibility. Simultaneously, ensuring secure operations and optimizing IT infrastructure for both cost-effectiveness and efficiency remain central priorities on the CIO’s agenda.

A relatively new, and still underestimated challenge is the growing democratization of IT, driven by generative AI. In simple terms, this refers to how GenAI is making IT services more accessible, faster, and less dependent on specialized experts. While this shift can ease the burden on IT departments, it also introduces risks. If individual users, departments, or even entire business units operate outside centralized IT governance, companies may face significant security and compliance challenges.

To put it in perspective: The CIO's role was once like that of a soccer coach – tactically selecting and assembling the team to align with competitors and meet the club goals. Today, the CIO's function more closely resembles that of a political leader navigating a complex, multipolar world – visionary and strategic, yet constantly adapting to shifting economic and societal trends.

Regardless of how decisions are made or who leads them, one thing remains critical: Every organization must define, measure, and improve the financial efficiency of its IT services – especially in times of economic uncertainty.

Generative AI and IT democratization: Modern IT landscapes are constantly changing.

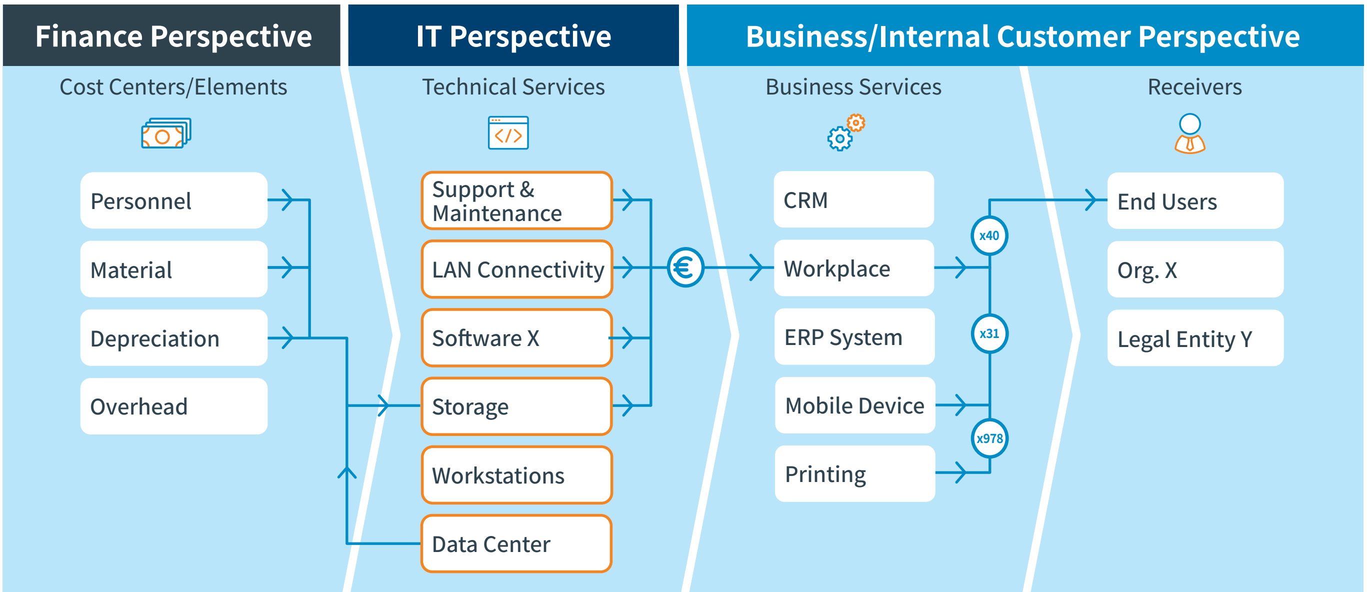
IT Controlling

WHAT ITFM SOFTWARE CAN DO

Definition and Functionality

IT Financial Management (ITFM) adapts proven financial management tools, commonly used by the CFOs and controlling departments, to meet the unique IT needs. The primary objective is to analyze the IT organization and its value creation from a financial perspective, providing a solid foundation for informed decision-making. This approach improves the efficiency of IT budget planning while also facilitating targeted monitoring.

Breaking down IT costs transparently and clearly across value creation levels within business units is a complex task. Depending on the department or level of responsibility, the terminology used to categorize costs and budgets can vary significantly. Traditional financial controlling typically divides costs into categories such as personnel, materials, depreciation, and overheads. In contrast, the IT perspective offers a more nuanced view, integrating individual or overlapping financial controlling and budgeting levels into consolidated service-focused assessments. However, service recipients are primarily concerned with the applications or processes they use, along with their respective pricing and billing arrangements.



IT Financial Management (ITFM) facilitates end-to-end financial management for both core enterprise IT and non-IT services, as well as shared service centers. ITFM software consolidates various perspectives on IT-related material and personnel costs into a service-oriented view and evaluation.

ITFM provides businesses control across five interconnected levels of impact:

- **Transparency:** Demonstrating the value and cost/benefit of services
- **Optimization:** Understanding, managing, and fine-tuning service costs
- **Demand Management:** Empowering users to influence their spending by adjusting usage
- **Cost Planning and Forecasting**
- **Compliance:** Ensuring adherence to laws and regulations

Example

TRANSPARENCY

A company relies on various IT services, including cloud infrastructure, Software-as-a-Service (SaaS), applications and support. However, IT costs are often tracked as a single total, without a clear breakdown of how much each business unit consumes. This lack of transparency makes it challenging for executives to determine whether IT spending is both efficient and fairly allocated.

IMPACT LEVEL	IMPLEMENTATION	EXAMPLE RESULT
Cost Tracking and Allocation	The ITFM solution gathers data from various systems (e.g., cloud usage reports, licenses, infrastructure costs) and accurately assigns them to business units, products, or projects.	Cloud platform costs (such as AWS and Azure) are allocated based on usage by departments like sales, marketing, or product development. Additionally, the costs for hybrid infrastructures (cloud and on-premises) are broken down and visualized at both at the organizational level and for individual services.
IT Cost Visualization	Dashboards display which business units use specific IT services and the associated costs.	The dashboard reveals that sales accounts for 40% of CRM license costs, while customer service uses 60%. A drill-down analysis allows detailed insights into CRM usage at the regional or by team level.
Identifying Cost Drivers	The solution highlights services that consume excessive budgets due to unnecessary licenses or inefficient resource usage.	A holistic view of IT costs and their allocation makes it easy to eliminate costly resources with high availability or high performance for non-critical processes. Additionally, it quickly identifies if core processes are running on low-cost infrastructure without guaranteed availability or service levels.

Outcome: With the transparency provided by ITFM solutions, IT budgets can be allocated more strategically, cost drivers can be identified, and decision-making is effectively justified.
Sales teams may choose to cancel underutilized licenses, while non-critical processes can be migrated to more cost-effective cloud storage solutions. The outcome: Reduced IT costs and a fairer distribution of expenses.

Example

OPTIMIZATION

A company holds numerous software licenses for various tools, such as office suites, project management software, and specialized development tools. These licenses come at a high cost and are often purchased in bulk without a clear understanding of actual usage. As a result, some employees have access to premium features they don't need or to software they rarely use.
By implementing an ITFM solution, the company can analyze license usage, identify underutilized or inefficiently allocated licenses, and recommend optimization measures.

IMPACT LEVEL	IMPLEMENTATION	EXAMPLE RESULT
License Usage Analysis	The ITFM solution collects data on actual software usage among employees.	30% of premium Jira licenses are unused, as employees only use basic features.
Usage Categorization	Generates reports on which departments or employees use specific functions.	The marketing team primarily uses the basic version of Microsoft Office, whereas developers require the premium version.
Optimization Recommendations	Recommends reducing unnecessary or costly licenses and switching to cost-effective alternatives.	50 rarely used licenses are downgraded, leading to significant cost savings.
Automation of Optimizations	Automates license cancellations or downgrades.	Unused licenses are automatically deactivated or downgraded after 90 days.
Reporting & Cost Transparency	Visualizes savings and presents them to departments.	A dashboard shows that license optimization results in 15% annual software cost savings.

Outcome: The company saves €100,000 annually by eliminating redundant or unnecessary licenses, switching to more cost-effective alternatives, and actively managing usage. These optimizations are adopted without compromising productivity, as actual employee needs are carefully considered.

Example

ACHIEVING COST CONTROL BY MANAGING DEMAND AND USAGE

A company leverages a public cloud platform like AWS or Azure to deliver IT services, with a pay-as-you-go pricing model based on actual usage. However, without clear visibility and control, costs can quickly escalate due to unused resources or inefficient scaling.
By implementing an ITFM solution, the company can monitor, analyze, and actively manage cloud expenses in real time, ensuring more efficient resource allocation and cost control.

IMPACT LEVEL	IMPLEMENTATION	EXAMPLE RESULT
Automated Monitoring	The ITFM solution collects real-time data on cloud resources, such as active servers, storage usage and data transfers.	The IT team integrates standard cloud and virtualization tools (e.g., Tanzu CloudHealth by VMware) with the ITFM solution, enabling both technological and financial control. This ensures the ideal allocation of cost-effective and suitable resources at the right time.
Cost Forecasting and Budget Alerts	Based on usage data, the ITFM solution forecast monthly cloud expenses. Responsible parties receive notifications when a budget surpasses its limits or is at risk at exceeded it.	The IT director gets an alert that the marketing team's database usage is projected to surpass its budget unless optimizations are made.
Resource Optimization Using Cloud Hyperscaler Management Tools	The ITFM solution utilize tools like Tanzu CloudHealth by Vmware to provide cost insights that drive automated resource scaling decisions.	Virtual machines (VMs) automatically shut down outside business hours. Unused storage volumes are identified and either archived or deleted if no longer needed.
Showback and Chargeback	The solution accurately allocates cloud expenses to the departments or projects responsible (Showback) or directly invoices them for their usage (Chargeback).	The marketing team realizes that it accounts for 30% of the cloud costs, prompting efforts to reduce unnecessary resource consumption.

OUTCOME: The ITFM solutions significantly reduce cloud costs by eliminating unused resources and efficiently managing scaling mechanisms. The company stays within its IT budget, enables proactive cost control and assigns financial responsibility to individual teams or projects.

Example

COST PLANNING, MODELING AND FORECASTING

An e-commerce company experiences significant traffic spikes during the holiday season and Black Friday weekends. In the past, cloud infrastructure budgets were roughly estimated, often leading to either excessive reserves or unexpected cost overruns. This lack of inaccuracy made budget planning challenging and placed financial strain on business units.
By implementing an ITFM solution, the company can analyze past data, accurately forecast future costs, and adjust budgets accordingly.

IMPACT LEVEL	IMPLEMENTATION	EXAMPLE RESULT
Analysis of Historical Data	The ITFM solution analyzes past cloud usage to identify seasonal patterns.	The analysis shows that server resource usage increases by 200% during November and December, and then returns to normal levels in January.
Forecasting Future Costs	Using algorithms and machine learning, the ITFM solution forecasts future costs based on usage trends, contract terms, and planned business activities.	The solution calculates that the company will need an additional €100,000 in November to scale the cloud infrastructure.
Simulation/ Scenarios **Opti**	The ITFM solution allows the simulation of various models, such as how changing resource allocations would affect costs. This provides valuable decision support for different business scenarios.	After applications are grouped into functional clusters, the system evaluates whether functionalities are redundant. As a measure, applications can be consolidated, or at least combined with their host servers. Additionally, underutilized resources can be adjusted to the right size. The simulation may also include optimizations for ticket processing times and reducing ticket volumes.
mized Cost Planning	Based on forecasts, the ITFM solution creates a detailed budget plan specifying the funds needed monthly.	An increased IT budget is approved for November and December, with a planned reduction for the remaining months.
Continuous Monitoring and Adjustment	The ITFM solution monitors actual costs and dynamically adjusts the forecast when deviations occur.	If traffic exceeds expectations, the solution alerts and suggests an additional budget adjustment.

OUTCOME: The company avoids unexpected cost overruns and reduces unnecessary budget reserves. IT budgets are allocated more accurately, and the finance department can make informed decisions. Improved planning leads to lower overall cloud infrastructure costs, while ensuring availability during peak times.

Example

REGULATORY COMPLIANCE

A financial services company must comply with the General Data Protection Regulation (GDPR) and industry-specific regulations (e.g., BaFin in Germany), ensuring that sensitive customer data is stored exclusively within the European Union (EU) and the European Economic Area (EEA) according to the market-based principle. Without transparent IT cost and resource allocation, there is a risk that data may inadvertently be stored in non-compliant cloud regions, potentially leading to severe fines.
To mitigate this risk, the company implements an ITFM solution to monitor data storage and usage on a monthly basis and ensure compliance with regulatory requirements.

IMPACT LEVEL	IMPLEMENTATION	EXAMPLE RESULT
Regional Cost Allocation and Monitoring	The ITFM solution generates reports informing stakeholders about cloud resource usage across different geographic regions.	It is identified that a customer database is being hosted in a non-GDPR-compliant region (e.g., the U.S.), despite company policies allowing only EU and EEA regions.
Automated Compliance Checks	The solution integrates regulatory requirements (e.g., GDPR, CCPA) and continuously verifies IT resource compliance.	A warning is triggered when cloud workloads are running in regions that do not adhere to BaFin guidelines.
Cost-Efficient Compliance Adherence	Reports generated by the ITFM tool help evaluate and implement measures to meet compliance requirements without unnecessary cost increases.	Workloads are migrated from an expensive, non-GDPR-compliant region to a more cost-effective, compliant cloud region.
Transparency and Reporting	Regular audit reports document all expenditures, resource utilization and compliance status.	A monthly compliance report confirms that 100% of sensitive data is stored in approved regions, fulfilling regulatory obligations.
Proactive Rule Automation	Predefined rules prevent the deployment of resources in non-compliant regions.	The ITFM solution triggers an alert if a new database is created outside the EU, enabling corrective actions and the enforcement of stricter policies.

OUTCOME: The company ensures full regulatory compliance, minimizing the risk of data breaches and fines. At the same time, data storage is optimized, reducing costs without compromising compliance. Automated audits and real-time monitoring streamline the compliance process.

Whitepaper

10 STEPS TO SUCCESSFUL IT COST MANAGEMENTT

For further reading on the initial implementation, operation, and optimization of an IT Financial Management system, we recommend the supplementary whitepaper: **“10 Steps to Successful IT Cost Management.”**

This document outlines a structured 10-step approach to achieving a comprehensive, detailed, and transparent overview of all IT costs. It demonstrates how this visibility simplifies and streamlines controlling processes such as budgeting and invoicing, ultimately leading to more efficient financial management within IT.

The full whitepaper is available **here**.

How fit is your IT cost management?
This digital IT financial processes health check for download includes a practical checklist for planning.

Case Study

CENTRALIZED MANAGEMENT OF IT SERVICES AT THE EOS GROUP

With over 60 subsidiaries, the EOS Group is one of the leading providers of receivables management in Europe. Within the group, EOS Technology Solutions provides companies with a wide range of IT services and relies on seamless processes to ensure efficiency. By leveraging Serviceware, the company manages its IT controlling on a centralized platform, ensuring highly professional and effective IT financial management.

Key Results at a Glance

- Establishment of a single source of truth through the implementation of Serviceware Financial as the central ITFM tool
- Significant reduction in manual effort for planning and budgeting processes
- Ability to visualize all reports in Power BI
- Enhanced integration and support for Product Owners
- Seamless inclusion of customers in relevant processes

All Data in One Place – Transparent and Easily Verifiable

The IT products offered by EOS Technology Solutions are PO-driven, meaning Product Owners manage their products end-to-end – from budgeting to cost tracking. To effectively oversee their products, they require a solid data foundation that provides a complete and accurate picture. Managing these internal challenges without a robust ITFM tool is nearly impossible. Additionally, transparent data representation is crucial for compliance management across the entire group, particularly in the financial services sector, where traceability of provided services is essential.

Seamless Processes Save Time and Build Trust

Establishing a single source of truth not only ensures data accuracy and full transparency, but also significantly reduces manual effort. Previously, numerous Excel sheets were exchanged, but now multiple users can make simultaneous entries in a centralized system. This saves valuable time in the planning and budgeting processes. The Serviceware platform allows other EOS Group companies to be integrated into workflows, inceasing even more value. Direct access to PO planning streamlines coordination, enhances transparency, and fosters stronger mutual understanding.

Automated Analysis and Reporting Capabilities

Beyond enhancing transparency, compliance, and time savings, the platform also meets requirements for automated analysis and reporting. Complex cost calculation models now operate based on clear, structured rules within Serviceware. Depreciation is automatically calculated as part of investment planning. The resulting data, serving as a single source of truth, enables optimal IT cost control and a robust, transparent IT financial management framework – whether for cost tracking, sales reporting, or pricing models.

> ***"We know what we planned, we know what we calculated, we know what we billed. There is only one source of truth now and it's in Serviceware's ITFM solution"***
>
> **TATIANA SCHULTES**
> Team Lead Financial Controlling,
> EOS Technology Solutions

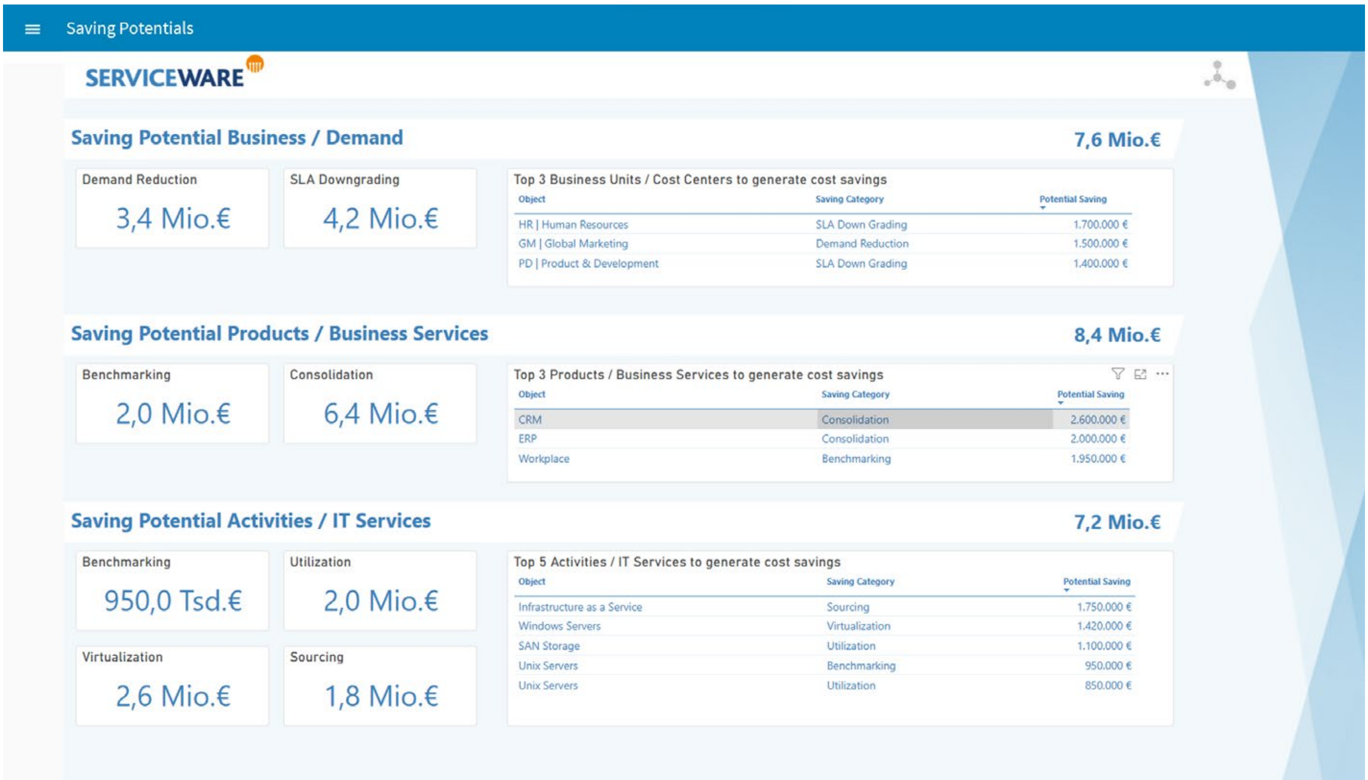
Cut Costs, Uncover Value

THE ECONOMIC IMPACT OF AN ITFM SOLUTION

Implementing ITFM solutions aim to simplify and standardize the IT financial model by leveraging best practices and, if desired, standardized frameworks. This enables significant cost savings across multiple areas.

In summary, there are three primary cost levers to unlock these savings:
- Reducing demand and consumption
- Consolidating and optimizing service offerings
- Optimizing IT and infrastructure

The figure shows an exemplary distribution of potential savings in these three areas. In this example, an initial and tangible savings potential of approximately €23 million is identified. This amount does not yet account for the ongoing efficiency gains that can be realized through medium- and long-term demand management and strategic planning.



Analyst study

THE TOTAL ECONOMIC IMPACT™ OF SERVICEWARE FINANCIAL

KPIs: ROI, Einsparpotenzial, Amortisierung

The overall economic impact of the ITFM solution Serviceware Financial has been analyzed by Forrester in its study, The Total Economic Impact™ of Serviceware Financial. Based on a model company with 20,000 employees and an annual IT budget of €150 million, the study found the following key performance indicators (KPIs):

- Total return on investment (ROI) of 270%
- Direct savings potential (present value) of €5.48 million*
- Project payback period of just 6 months

The full Forrester TEI study can be accessed **here**.

*Present value (PV) refers to the current value of a future sum of savings or a stream of savings over time.

ITFM solutions have been proven to generate significant savings in the early investment phases, delivering an immediate return on investment. Without such a solution, these savings remain undiscovered, leading to missed opportunities and reduced profitability.

Beyond financial savings, the macroeconomic benefits of an ITFM solution extend to the professional development of employees and departments across the organization. ITFM fosters holistic collaboration between business units, finance teams, and IT. Standardized processes and workflows enable collaborative planning and management, increasing cost awareness and enhancing the understanding of the value of IT services – both internally and externally.

Forrester: ITFM solutions offer 270 % ROI,
5.48 million euros in potential savings
and amortization in six months.

Conclusion

WHY INVEST NOW

Investing during economically challenging times is a strategic lever to safeguard a company's long-term competitiveness and future viability.

Targeted investments in innovation, digital transformation, and talent development offer the opportunity to emerge stronger from a crisis. Companies that continue to invest in their infrastructure, technology, and workforce during difficult times can not only strengthen their market position but also benefit from accelerated growth once the economy rebounds.

This proactive approach allows businesses to adapt early to changing market conditions and unlock new revenue opportunities. An IT Financial Management (ITFM) solution plays a key role by providing transparency, reducing costs, and optimizing an IT department's entire service portfolio through a wide range of benchmarks and financial control mechanisms – ultimately improving both profitability and competitiveness.

Beyond financial benefits, implementing ITFM drives standardization of terminology and fosters a shared service-oriented mindset across departments, making organizations more agile and responsive. Collaborative demand management, cost allocation models, and regulatory compliance tracking create additional value and differentiation opportunities.

ITFM solutions integrate all four key phases of financial controlling:

1. **Planning:** Enables precise budgeting and cost allocation through detailed data analysis and forecasting.
2. **Information:** Provides automated reports and dashboards for full transparency into IT costs and services.
3. **Analysis & Control:** Identifies optimization potential and discrepancies with real-time data and analytics.
4. **Execution & Steering:** Supports goal tracking and allows flexible resource and budget adjustments to meet strategic and operational objectives.

ITFM solutions offer a rapid return on investment (ROI) by unlocking immediate, significant cost savings. In the long run, their strategic value is immeasurable – especially in times of economic uncertainty.

Strategic investments in ITFM strengthen competitiveness and enable accelerated growth.

Conclusion

ITFM – CRISIS MANAGEMENT WITH A VISION

Investing in an IT Financial Management (ITFM) solution is a strategic and forward-thinking decision. ITFM helps companies and organizations effectively manage digital transformation and modernization while simultaneously improving IT efficiency. By enabling the measurement of digitalization success and providing clear cost transparency, ITFM lays the groundwork for informed, data-driven decisions.

With optimized IT budgets and cost savings, organizations can redirect resources into future-focused initiatives. Additionally, ITFM helps establish or enhance internal and external service cost allocation, making the financial management of IT services more precise and efficient. Beyond IT itself, an ITFM solution fosters a collaborative, service-oriented approach across the entire organization, strengthening long-term competitiveness.

The value contribution of ITFM is measurable, and companies typically see a return on investment early on, starting with cost transparency and initial cost consolidation.

Implementing an ITFM solution is not just an economic necessity – it is a critical step toward building a future-ready, digitally empowered organization.

IT financial management: A strategic step towards optimizing IT budgets and efficiency

Bonus

CHECKLIST FOR CIOs

This checklist will help you assess potential IT Financial Management (ITFM) tools:

Clarity on Business Goals

Define the objectives you want to achieve with the ITFM solution (e.g., cost transparency, IT spending optimization, better budget planning).

Adaptability to Business Requirements

Ensure the solution is flexible enough to accommodate your company's specific needs.

Support for Best Practices

Check if the ITFM solution adheres to industry standards and frameworks such as Technology Business Management (TBM) or FinOps for Cloud Cost Management.

Technology and Integration Capabilities

Assess whether the solution is technologically advanced and future-proof.
Look for:

- AI-native capabilities
- No-Code/Low-Code functionality
- Seamless integration with existing IT and financial systems (ERP, CMDB, Cloud platforms).

User Experience

Look for an intuitive user interface that is easy to navigate for all user groups (IT, finance, executives). Features like self-service options and AI-assisted dialogs should be standard.

Automation and Efficiency

Determine the extent to which the solution automates repetitive tasks (e.g., cost allocation, forecasting) and enables collaborative, end-to-end planning and management.

Data Quality and Governance

Verify that the solution provides a standardized yet flexible data model with robust data management and governance features, including auditing and compliance. Ask about best practices such as templates for transfer pricing models.

Reporting and Analytics

Evaluate the reporting and analytics capabilities, especially the ability to generate detailed, visually appealing reports.

Scalability and Future-Proofing

Ensure the solution can scale with your business and support future technologies, including multi-cloud cost management.

Cost and ROI

Assess the total cost of ownership (TCO) – including licensing, implementation, and operational costs – and estimate the potential return on investment (ROI).

About Serviceware

Serviceware is a leading provider of software solutions for the digitalization and automation of service processes (Enterprise Service Management), with which companies can increase their service quality and manage their service costs efficiently.

Serviceware's ITFM and ITSM software solutions automate the delivery of IT services and provide insights into the financial performance of these services and their impact on your business.

Serviceware ensures the flexibility to cope with changing business requirements at high speed via a holistic approach to comprehensive Technology Business Management. The core of the portfolio is the AI-driven Serviceware platform that helps customers revolutionize their IT operations with AI-driven agility, automation and financial optimization via a standardized cost model.

Serviceware has been serving the CIO office for 25 years and has more than 1,000 customers worldwide, including 18 DAX companies, as well as five of the seven largest German companies. Serviceware employs more than 450 people and is headquartered in Germany, with offices across the globe including UK, Netherlands, and Sweden.

For more information, visit
www.serviceware-se.com

Serviceware SE
Serviceware-Kreisel 1
65510 Idstein
Germany
+49 6434 9450 0
contact@serviceware-se.com
www.serviceware-se.com

Serviceware SE UK Ltd.
Apex, Forbury Road
Reading, Berkshire
RG1 1AX
England, United Kingdom
+44 1276 402345
contact@serviceware-se.com
www.serviceware-se.com