

Use Case: Driving Digital Transformation with Digital Finance Metrics and KPIs

Starting Position

The company went through digital transformation, where the business plays an active role in digital service management to help maximise the value from digital investments. The company decided to introduce Digital Service Unit Cost as part of performance metrics to track and benchmark digital service costs globally.

Approach	Work Done	Business Outcome Delivered
<ul style="list-style-type: none">Introduce Digital Service Unit cost as part of performance metricsCreation of Technology Business Management (TBM) office to drive digital spend management and stakeholder engagementAutomate digital service cost calculation, reporting and benchmarkingSolution used: Apptio	<ul style="list-style-type: none">Teams involved: Finance, Digital and BusinessData quality analysis: financial, operational, cost allocationTBM Office Roles & ResponsibilitiesTrained the team in ITFM/ApptioArchitecture and development of Digital Cost Model, Reporting and Metrics in line with TBM, ATUM Taxonomy and best practiceAutomated Digital Service unit costAutomated insights into service & application Total Cost of Ownership (TCO)Aligned digital investments with business goals and objectives	<ul style="list-style-type: none">Created common language that normalizes tech-speak and business-speak to connect IT and the businessStrengthen Digital as the Business Value creator rolePromote conscious service consumption by explaining the business what drives the cost of the services they useDeliver end user friendly reporting to understand the service unit cost

Robotics and Electrical Equipment

Country: Switzerland
Revenue: \$32.2 billion
Area Served: worldwide
Number of Employees: 110,000

40% Reduction in MoM data processing time

5% Savings Identified of Total Digital Budget

10 Performance metrics & KPIs to manage Digital spend effectively

Use Case: Achieved Transparency into Technology Spend with Cost Modeling

Starting Position

The company was spending nearly £4bn on IT yearly and wanted to establish transparency into technology spend to better understand how IT supports business goals. Additionally, they wanted to produce data-driven insights on digital portfolio rationalization opportunities.

Approach	Work Done	Business Outcome Delivered
<ul style="list-style-type: none">Creation of Technology Business Management (TBM) office to drive IT spend management and stakeholder engagementAutomate business application and business service cost calculation and reporting in line with TBM and ATUM taxonomySolution used: Apptio	<ul style="list-style-type: none">Teams involved: Finance, IT and BusinessData quality analysis: financial, operational, cost allocationTBM Office Roles & ResponsibilitiesTrained the team in ITFM/ApptioArchitecture and development of IT Cost Model, Reporting and Metrics in line with TBM, ATUM Taxonomy and best practiceAutomated insights into service & application Total Cost of Ownership (TCO)Aligned tech investments with business goals and objectivesProvided managed services	<ul style="list-style-type: none">Use data as strategic asset to drive rationalization insightsCreated common language that normalizes tech-speak and business-speak to connect IT and the businessStrengthen IT as the Business Value creator rolePromote conscious service consumption by explaining the business what drives the cost of the services they useDeliver end user friendly reporting to understand the service unit cost

Financial Services

Country: United Kingdom

Revenue: £35.4 billion

Area Served: United Kingdom

Number of Employees: 63,000

10% Reduction in 3rd party spend identified

40% Reduction in MoM data processing time

10 Performance metrics & KPIs to manage IT spend effectively