

Get Proactive with Your IT Outsourcing Contract

Today's enterprise IT departments outsource the management of their IT assets to increase overall value with the company and focus on core competencies. In doing so, internal IT teams focus on strategic projects, while allowing their service providers to manage the infrastructure issues they know best. But to maximize the success of this outsourcing relationship there needs to be governance — defined expectations and constantly verified performance.

Good governance requires transparency and detailed visibility into your IT asset inventory. Is there an accurate baseline of assets under management? How many assets exist? Who is using the assets? Are assets and services being properly billed? Are configurations secure? How are the assets managed?

Without this level of transparency, costly and inaccurate manual processes have become the norm.

The 15% Problem with IT Outsourcing

In Blazent's analysis of more than 60 IT outsourcing engagements, we have uncovered widespread issues with manual governance processes. In fact, the IT outsourcing measurements captured before Blazent were on average 15% incorrect:

- 8% of desktops and 4% of servers not in baseline
- 14% book-to-floor audit exposure
- 8% of servers missing patching agent
- 9% of servers billed incorrectly
- 16% of assets without antivirus protection
- 20% of servers missing discovery agent

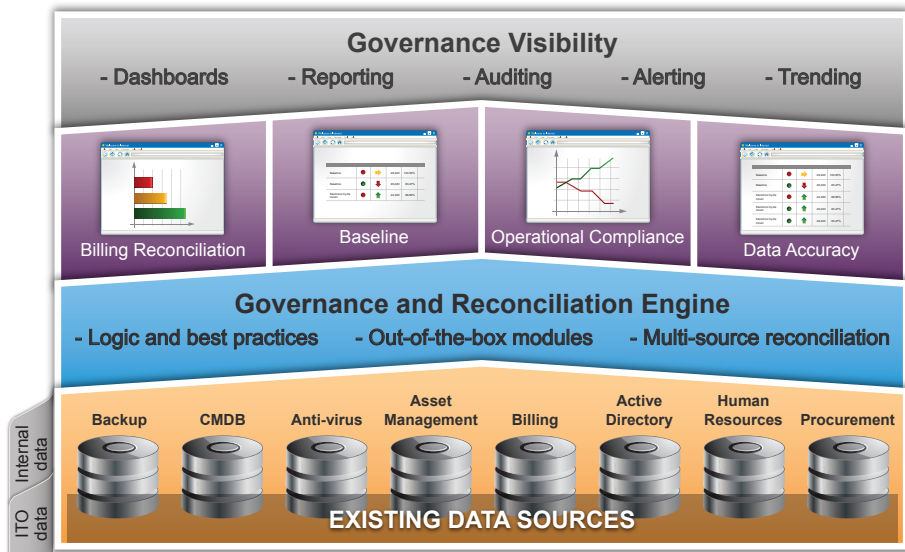
These staggering numbers represent significant portions of IT outsourcing that are not providing value to enterprise companies. Without accurate data about the asset baseline and the status of each asset, disputes can arise between you and service provider, and trust is lost. Both the lack of visibility and the manual processes for dealing with these issues are extremely costly. Clearly, you want to avoid overpaying for services and to ensure that your service provider is accurately representing compliance metrics.

The Solution: Blazent for IT Outsourcing Governance

Blazent for IT Outsourcing Governance is the edition that gives enterprises greater visibility of all IT assets under management — both in-house managed assets and those outsourced to service providers. With Blazent's automated controls and shared measurements, you'll always know how many assets exist, who is using them, how they are managed, whether they are secure, and more. This level of transparency eliminates tedious manual invoice reconciliation, unnecessary disputes, and billing surprises between you and your service providers. Now everyone involved in the outsourcing relationship — your internal IT department, service providers, and sourcing advisors — shares a common view into IT outsourcing performance.

Key Blazent Benefits

- Gain confidence that your company is paying the right amount per your IT outsourcing contract
- Increase performance and decrease costs by identifying billed assets that are not fully managed
- Eliminate "surprises" and associated need for costly manual invoice reconciliation
- Avoid finger-pointing with increased transparency into operational and financial data



Blazent is built on a powerful, flexible, and scalable SaaS platform

Delivering Fast Time to Value with Cloud-based Service

Blazent for IT Outsourcing Governance is built on a powerful, flexible, and scalable SaaS platform that has been proven successful in the largest outsourcing contracts in the world. It integrates existing operation and financial data sources without requiring system scans or installation of agents. Blazent supports the four core task areas required for successful outsourcing governance — baselining, billing reconciliation, operational compliance, and data precision.

Because Blazent for IT Outsourcing Governance is a cloud-based service, enterprises do not purchase hardware or software upfront or spend time training internal IT staff members to install, configure, and maintain the product. Blazent makes it easy for you to get started with your outsourcing governance, while extending fast time-to-value on your Blazent investment.

What Makes Blazent Unique for IT Outsourcing Governance?

Blazent for IT Outsourcing Governance delivers unique capabilities built for the specific needs of the enterprise IT organization that must govern the IT outsourcing contract including:

- Complete view of your entire asset inventory across multiple service providers.
- Automated metrics and controls to audit your service provider against the contract requirements for data accuracy and operational compliance
- Automatically build an accurate inventory baseline that eliminates billing "surprises"
- Automation of monthly bill reconciliation and ARC/RCC updates that mitigates the need for billing dispute resolution
- A complete view of your entire asset inventory across multiple service providers
- Visibility/reporting of both outsourced and non-outsourced assets in a single view
- Cloud-based service delivers fastest time-to-value

Building Certainty through Governance Automation

Blazent is built to optimize the four core task areas required for successful outsourcing governance.

Baselining

Eliminate baseline disputes with the ability to:

- Establish a trusted baseline
- Run continuous book-to-floor auditing with electronic cycle counts
- Track baselines over time

Billing Reconciliation

Gain 100% billing accuracy with:

- Identification of overbilling and underbilling
- Automated reconciliation that compares the entire bill with the physical environment
- Identify ARC's, RRC's and track over time

Operational Compliance

Ensure IT functions are in compliance including:

- Coverage for anti-virus, backup, monitoring, performance management, software distribution and more
- Recognition of compliance gaps
- Validation of operational completeness

Data Precision:

Gain audit accuracy of data:

- Providing field-level data completeness
- Validating against multiple sources
- Measuring required data quality