

Achieve Greater Levels of Efficiency and Customer Transparency

As enterprise customers and their sourcing advisers become increasingly sophisticated and demanding, service providers are challenged to achieve new levels of efficiency, agility, and customer transparency. It's no longer acceptable to rely on manual processes to manage infrastructure outsourcing relationships. To maximize the success of IT outsourcing (ITO) relationships there needs to be governance — defined expectations and constantly verified performance.

Good governance requires transparency and detailed visibility into your clients' IT asset inventories. Both you and your enterprise client must be confident about the answers to such critical questions as: Are there accurate baselines 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?

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 ITO 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

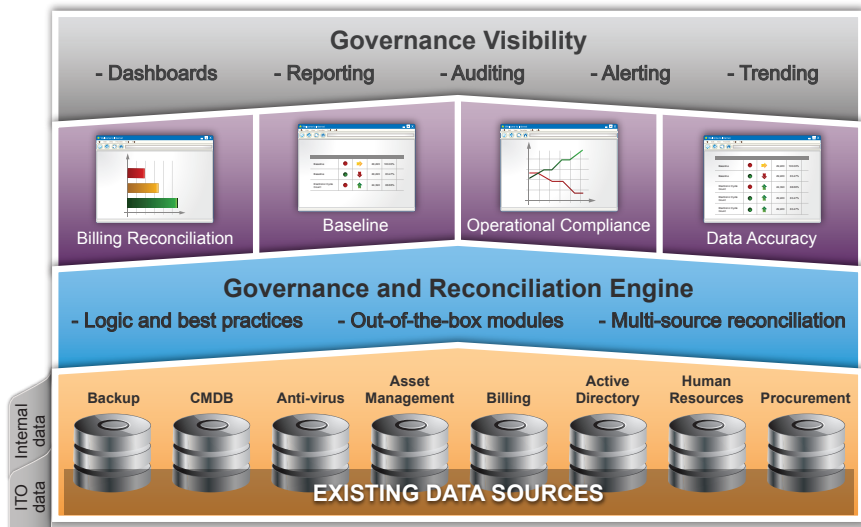
Shortcomings in governance of IT outsourcing contracts can have a profound impact on your relationship with your clients. Without accurate data about the asset baseline and the status of each asset, disputes arise and trust is lost. Both the lack of visibility and the manual processes for dealing with these issues are extremely costly. Clearly, you want to protect your revenue and make sure your company is compensated properly for the work it performs. And perhaps even more important, with increased visibility and good governance you can now work on the projects that have the greatest impact on operational quality and efficiency for your clients.

The Solution: Blazent for Service Providers

Blazent for Service Providers is the edition that gives service providers accurate visibility of their clients' IT asset inventories. With Blazent's automated controls and shared measurements, you'll always know exactly how many assets exist, who is using them, whether they are secure, and more. Blazent ensures an accurate baseline so that you are getting paid for the assets you are managing. This level of transparency eliminates tedious and expensive manual wall-to-wall inventories and cycle counts, as well as unnecessary dispute reconciliation between you and your clients. Now everyone involved in the outsourcing relationship — your staff, enterprise clients, and their sourcing advisers — shares a common view into IT outsourcing performance.

Key Blazent Benefits

- Increase customer confidence with transparent performance measurements
- Identify assets under management that are not being billed
- Eliminate the need for costly dispute resolution processes
- Improve operational efficiency and accuracy by automating time-consuming and error-prone manual processes



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

Flexible Deployment Options to Support Your Business Needs

Blazent for Service Providers is built on 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 of your clients' assets — baselining, billing reconciliation, operational compliance, and data precision.

To support the varying business needs of different service providers, we offer subscription licenses for the deployment of Blazent from our hosted world-class data center or from your own IT infrastructure. Both deployment options are optimized for managing multiple client accounts. By running Blazent from inside your company's infrastructure, you can develop centers of excellence in outsourcing governance in house.

What Makes Blazent Unique for Service Providers?

Blazent for Service Providers delivers unique capabilities built for the specific needs of ITOs that deliver IT outsourcing contracts:

- Flexible deployment options — in-house or hosted by Blazent — to give service providers the ability to access the Blazent solution from the platform of their choice
- A multi-tenant data infrastructure to run multiple accounts side-by-side for benchmarking and best-practice comparison
- Automation of monthly bill reconciliation and ARC/RCC updates to eliminate billing disputes
- The ability to automate manual wall-to-wall inventory counts to decrease costs and increase accuracy
- Continuous inventory accuracy without requiring costly and time consuming ongoing cycle counts
- Comprehensive reports detailing each client's asset inventory minimizes expensive ad hoc reporting

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