

Serviceware Financial Management Software

Value Creation Controlling for Global Business Services

The economic control of administrative core areas is a considerable productivity factor for large and medium-sized enterprises. IT departments, Accounting, Human Resources, Purchasing and other back-office functions are therefore increasingly becoming global business service partners, thus changing their requirements profile: The flexible alignment of all services to technical requirements, a competitive price/performance ratio, and the minimization of investment risks are designed to guarantee a measurable support of the company's strategic goals and a sustainable cost containment. This requires transparent cost and performance structures as well as a uniform financial management over the entire service life cycle.

State-of-the-art, value-oriented controlling needs a standardized, highly scalable tool that provides you with maximum transparency, flexibility, and automation in business service management.

Serviceware Financial - State-of-the-art controlling

Serviceware Financial is the leading standard solution for value-oriented controlling of global business services. Whether service catalog management, budget planning, pricing, internal cost allocation, cost reporting, benchmarking, or

transfer pricing documentation – with Serviceware Financial, you establish an integrated financial management for all aspects of controlling.

Well-known companies in all industries manage their internal services with Serviceware Financial and achieve sustainable improvements in efficiency, effectiveness, and compliance.

Serviceware Financial - The "comparison machine"

Serviceware Financial meets the increased business requirements in terms of the transparency, value orientation, and comparability of global business services in a distinct way. Multi-client capability, currency management, and permanent comparability of target and actual costs are among the software's standard functions. The graphical user interface allows intuitive operation and offers a high ease of use.

Highlights

Transparency

Make service costs manageable at last. Opaque flat-rate costs are broken down into clear individual items of quantities and unit costs.

Fairness

Objective service costs allow for a trusting cooperation between business units and shared service center on an equal footing. Service costs are charged to the unit that caused them.

Efficiency

Reduce the consumption of your business units to those services necessary for business success. Service unit costs can be benchmarked and thus systematically reduced.

Legal certainty

Ensure the audit-proof planning, calculation, and documentation of transfer pricing between individual (country) companies. It goes without saying that country-specific legislation will be taken into account.

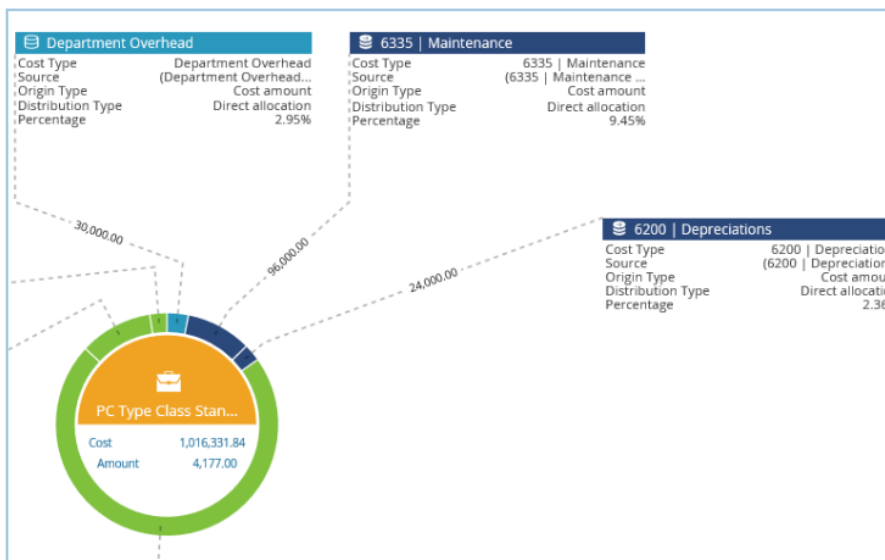


Figure 1: Transparent, detailed analysis of all service costs with Serviceware Financial

Service life cycle management on a single integrated platform

Analyzing

- Integration of all control-relevant data (e.g. from SAP, CRM, CMDB) on a single integrated platform
- Analysis of all cost drivers of your service organizations
- Identification & consolidation of inefficient or obsolete service processes
- Setup of a process-based cost unit calculation by allocation of overhead, consumption rates, and cost units to service (sub-)processes

Planning

- Web-based, decentralized, quantitative planning and preparation of comprehensive cost forecasts
- Freezing of certain planning conditions with comparison and baselining
- Fully automatic calculation of production costs (TCO), taking into consideration various currencies
- Setup of any planning scenarios for simulation of potential cost and demand trends

Controlling

- Integration of any stand-alone clients at the local/global level
- Development of service products, intermediate products, and sub-processes to meet the technical needs of customers
- Standardized service catalog management including SLA/OLA management (management of service level agreements)
- Flexible adaptation of service types, amounts, prices or budgets to current customer requirements and cost trends at any time

Comparing

- Automated post-calculation with permanent TARGET/ACTUAL comparison of all service costs, service types & amounts via flexible pivot tables
- Standardized cost unit structures and performance evaluations enable systematic, effective benchmarking
- Automated collection of all relevant comparative data with seamless integration of SAP and other ERP systems
- Flexible rates and sensitivity analyses

Reporting

- User-based service invoicing to internal/external customers
- Creation and web-based distribution of customer & management reports (e.g. consumption listings, development of service costs/service components, deviations, budget overruns)
- Presentation of the contribution to the business process at any time
- Complete and audit-proof long-term transfer pricing documentation

Transparency creates added value!

- Development of a tight, competitive service profile (service-to-business transformation)
- Establishment and implementation of a company-wide uniform service governance
- Substantial productivity increase by means of a strict service focus on the technical requirements and a high level of automation in controlling
- Support of strategic "make-or-buy" decisions through effective benchmarking
- Improving internal customer relationships through clear services and prices
- Fulfillment of compliance guidelines for transfer pricing
- Optimized use of resources and sustainable cost containment