



Increasing Profitability with Tivoli Financial Management Products

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IBM Software

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Agenda

- **IBM Financial Management Strategy**
- **Tivoli Usage and Accounting (TUAM)**
 - ▶ **Problems**
 - ▶ **What it is?**
 - ▶ **What it does?**
 - ▶ **Benefits**
 - ▶ **User Experience**
 - ▶ **Steps to Implement**
 - ▶ **Customer Experience**
- **How do I Get Started**
 - ▶ **Tivoli Services**
 - ▶ **Financial Management Workshop**
 - ▶ **Resources**
- **Summary**



Strategic Vision

IBM Tivoli is committed to provide solutions that help clients realize their IT Financial Management business goals by:

1. Improving IT cost management and lowering TCO
2. Simplifying the growing complexity of license compliance
3. Providing IT asset and financial management across all platforms
4. Enabling ongoing IT virtualization by measuring the usage of shared IT resources for resource accounting, charge back billing, IT cost management, cost reduction and optimization
5. Providing IT with the tools to demonstrate service cost to business benefit and enhanced IT cost transparency

Technology Focus..



Business Focus

Financial Management - ITIL



Financial Management is the sound stewardship of the monetary resources of an organization. It supports the organization in planning and executing its business objectives and requires consistent application throughout the organization to achieve maximum efficiency and minimum conflict.

Source: „ITIL Service Delivery“

Financial Management Goals

- **To provide cost-effective stewardship of the IT assets and resources used in providing IT Services.**
- **To be able to account fully for the spend on IT Services and to attribute these costs to the services delivered to the organization's Customers.**
- **To assist management decisions on IT investment by providing detailed business cases for changes to IT Services.**

Source: ITIL Service Delivery

IT Financial Management Goal: Provide Cost Effective Identification and Management of IT Assets with Visibility of Business and IT Alignment

COST

- Hardware
- Software
- Lease
- Perpetual license
- Maintenance (hardware & software)
- MIPS, MSU, Processors, Capacity, Box, Feature
- Volume discounts
- Housing and Environmental
- Version to version upgrades
- Additional capacity
- Telecom installation and services
- Data archiving
- Redundancy & contingency cost
- Staffing
- Residual asset tracking cost
- Internal service providers
- External service providers

Governance & Compliance

- Internal Audits
- Vendor Audits
- Sarbanes – Oxley
- Contract Terms & Conditions



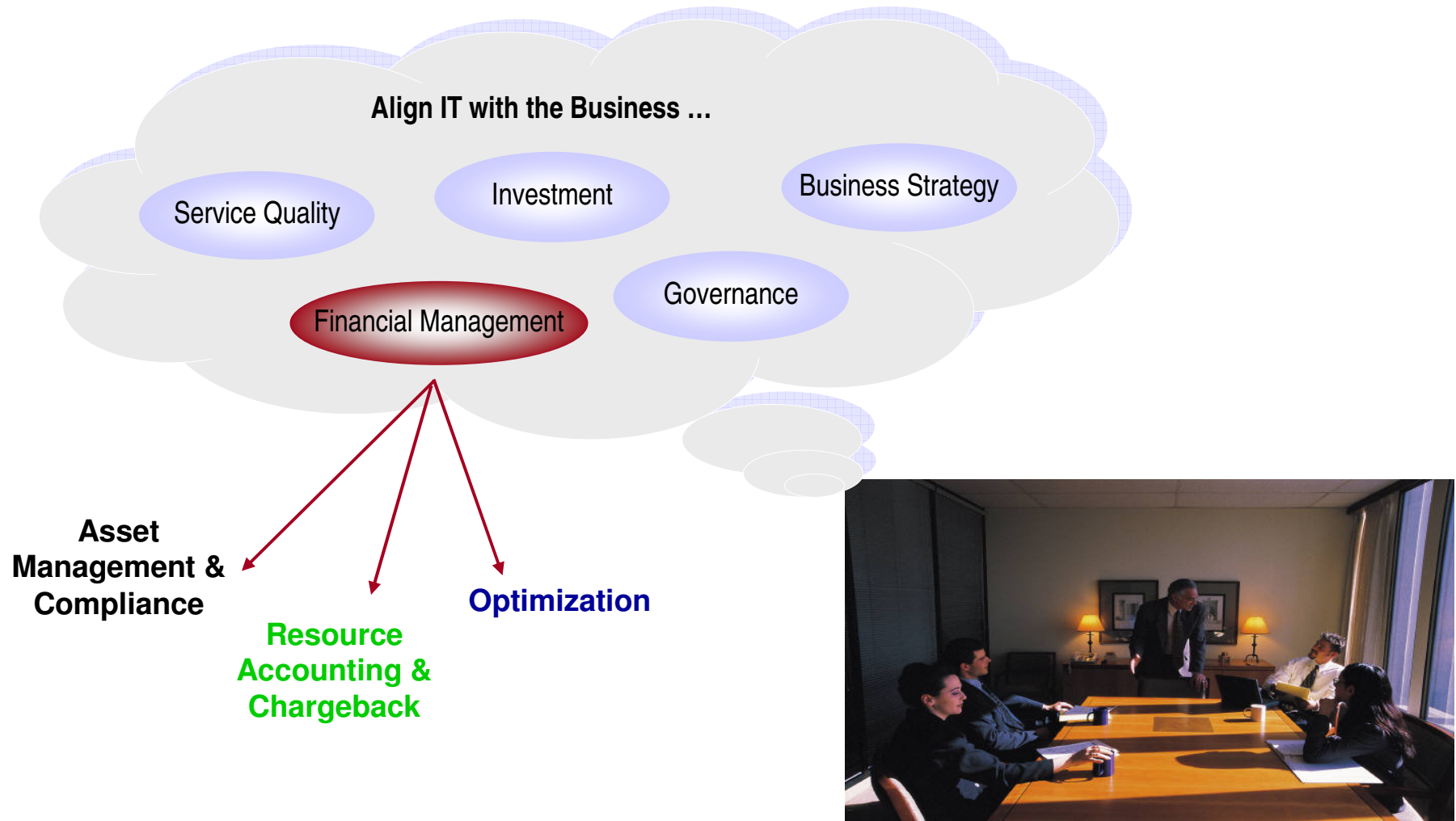
Variables

- Canceled projects
- Unplanned projects
- Acquisitions
- Selling off pieces of the business
- Inaccurate business volume projections
- Asset reallocation
- Accurate & timely inventory
- Accurate & timely understanding of usage

Usage & Allocation

- No Charge
- Overhead
- Memo Record Billing
- Classic Chargeback
- Budgeted Rates
- Standard Rates and Negotiated Prices
- Functional Pricing
- Fixed for the fiscal year
- Pooled assets with volume clip points
- Tiered services
- One time charges
- CPU Time
- Concurrent Users
- Named User
- Sub-Capacity

IT Financial Management has become a topic of increasing focus for CXOs when aligning IT with the Business Goals.



Asset & Financial Management



Maximize asset utilization, reduce cost, mitigate risk, exploit asset convergence

- The only unified solution for asset, service, change and configuration management built on a common platform and leading, standards-based technology.
- Best-in-class solution spanning all asset types with deep industry-specific functionality.
- Uniquely addresses increasingly complex assets that include IT hardware and software components in traditional enterprise assets.



Financial Management

Align and prioritize IT initiatives with operating, financial and other business objectives while optimizing lifetime return on asset investment. Lower costs, reduce license and regulatory compliance exposure, allocate the cost of shared resources, provide IT cost transparency and better align IT with business goals.



Enterprise Asset Management

Manage all critical assets throughout their life, extend their life and maximize their value to the enterprise.

Improve the planning process to maximize production while reducing the operational cost and ensuring safe and reliable operations.



IT Asset Management

Efficiently and effectively track and manage the lifecycle of IT assets - both hardware and software.

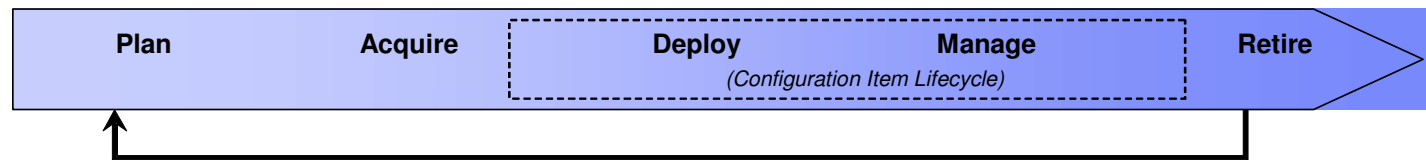
Combine inventory, financial, maintenance, contract and procurement management processes.

Asset Convergence

Asset & Financial Management



- A tightly integrated solution that provides process automation for managing enterprise and IT assets across the span of their lifecycle, from planning through acquisition through deployment and maintenance and to end of life and disposal or recycling



Resource Accounting
& Chargeback



Asset Management



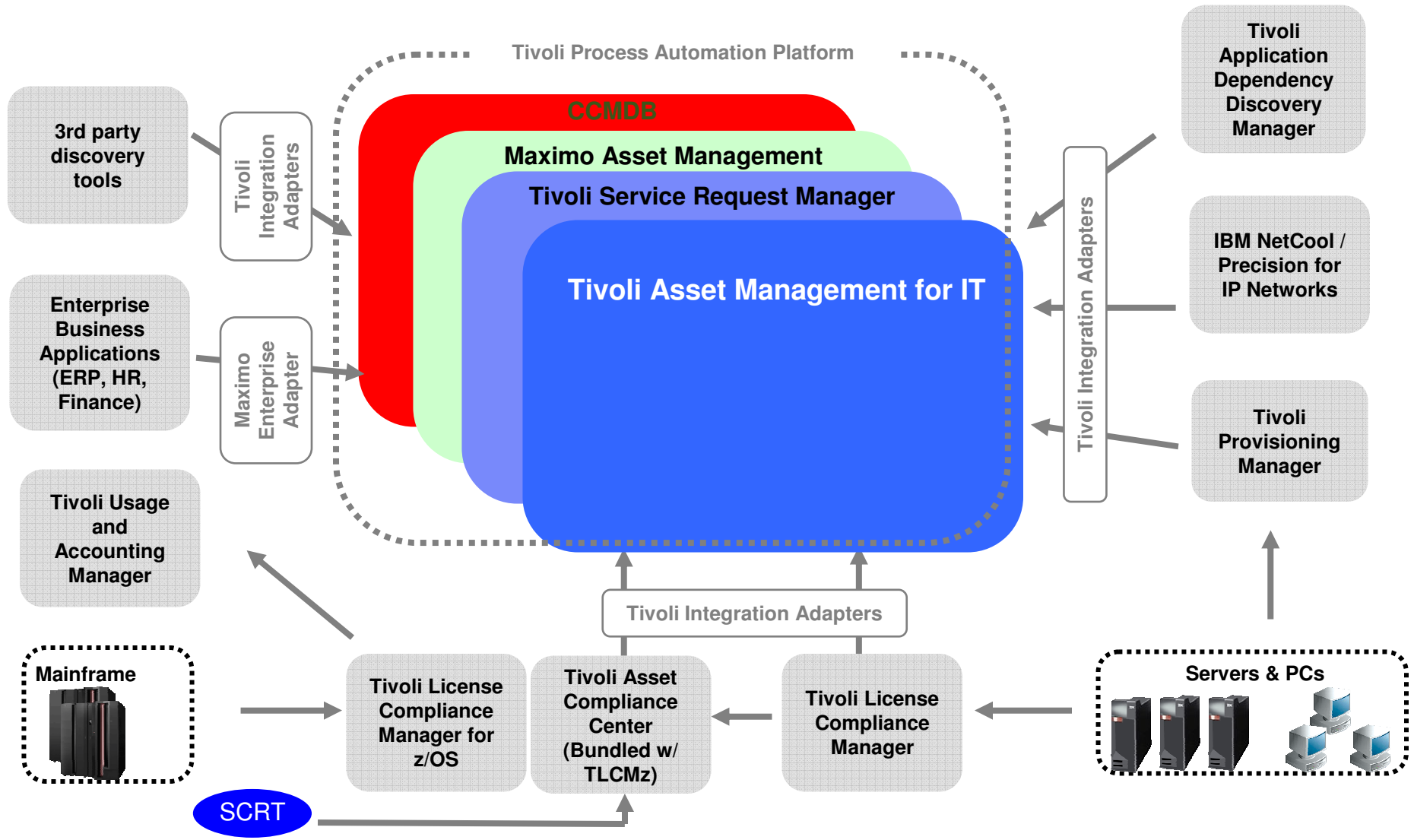
Asset & License
Tracking



Inventory

Asset Convergence

Tivoli IT Asset Management Portfolio

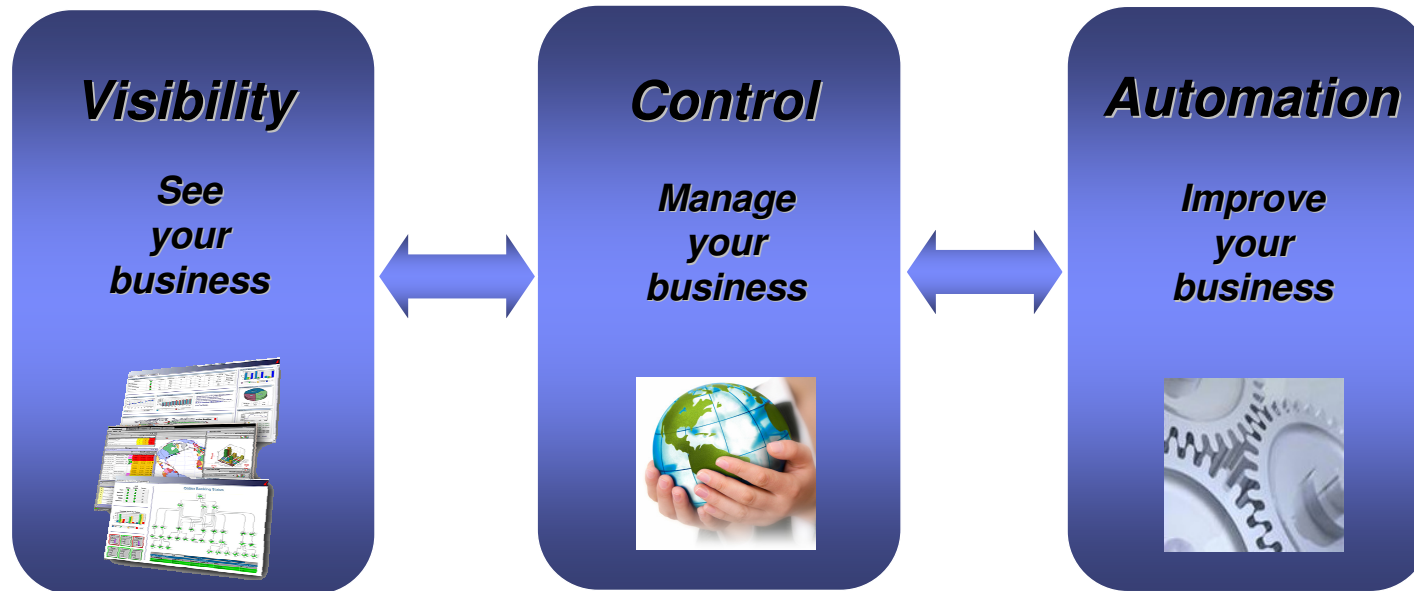


Tivoli IT Asset and Financial Management Helps Customers...

- **See their business through visibility**
 - Address IT cost management challenges and reduce TCO
 - Optimize software licenses and reduce likelihood of overbuying as well as fines due to under-licensing.
 - Know what IT costs
- **Manage their business through *control***
 - Mitigate license compliance risk
 - Support regulatory compliance initiatives such as Sarbanes Oxley Section 404, Basel II minimizing IT associated risk.
 - Measure shared resource usage for cost allocation
- **Improve their business through *automation***
 - Integrate Asset Management and IT Service Management to optimize end-to-end processes
 - Streamline routing of service requests with accurate warranty information.
 - Reduce incident and problem resolution times through workflow with ITAM processes.
- **Improve IT value with the Business**
 - Real Usage = Accurate Reporting
 - Accountability = Improved services
 - Alignment between Business and IT costs



Tivoli IT Asset & Financial Management solutions help clients realize their business goals through:



Improve IT Cost Transparency, Mitigate Risks, Control Costs

- ✓ See what you have, where it is, who is using it and what it costs
- ✓ Optimize software licenses, reduce over/under buying
- ✓ Understand the cost of business services
- ✓ Reduce TCO of all strategic assets throughout their lifecycle
- ✓ Mitigate license, regulatory, environmental and safety compliance risk
- ✓ Measure usage of shared IT resources for cost allocation and chargeback
- ✓ Reduce outages and failures with proactive asset management practices
- ✓ Streamline routing of service requests with accurate warranty data
- ✓ Make strategic purchasing decisions with reliable inventory data

What problem does it solve? Aligning IT with the Business

Inability to allocate IT costs, usage, and value

IT Departments contain many different platforms, environments, sub-system, and users:

- Costly to own, maintain, and operate
- With unique record formats and metrics
- Ill equipped to discuss services delivered in a business context

Unix / Linux / Windows

Mainframes

Storage & many other systems

Time sheets

Databases & Networks

Internet & E-Mail

Invoices

IBM Tivoli Usage and Accounting Manager (TUAM) is . . .

An integral part of an organization's financial reporting systems

(Shared Services, Reporting/Invoicing, Product Profitability, ERP Integration, Cost Allocations, Activity Based Costing, Resource & Cost Trending, etc.)

Used across multiple platforms

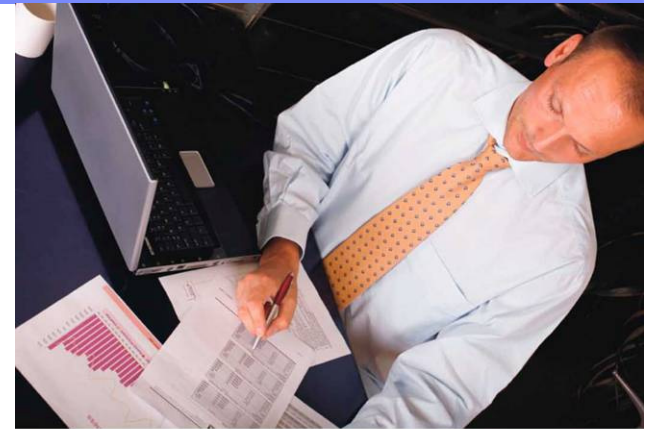
(Including Mainframe, Unix, Linux, Windows, etc.)

Supporting multiple sub-systems

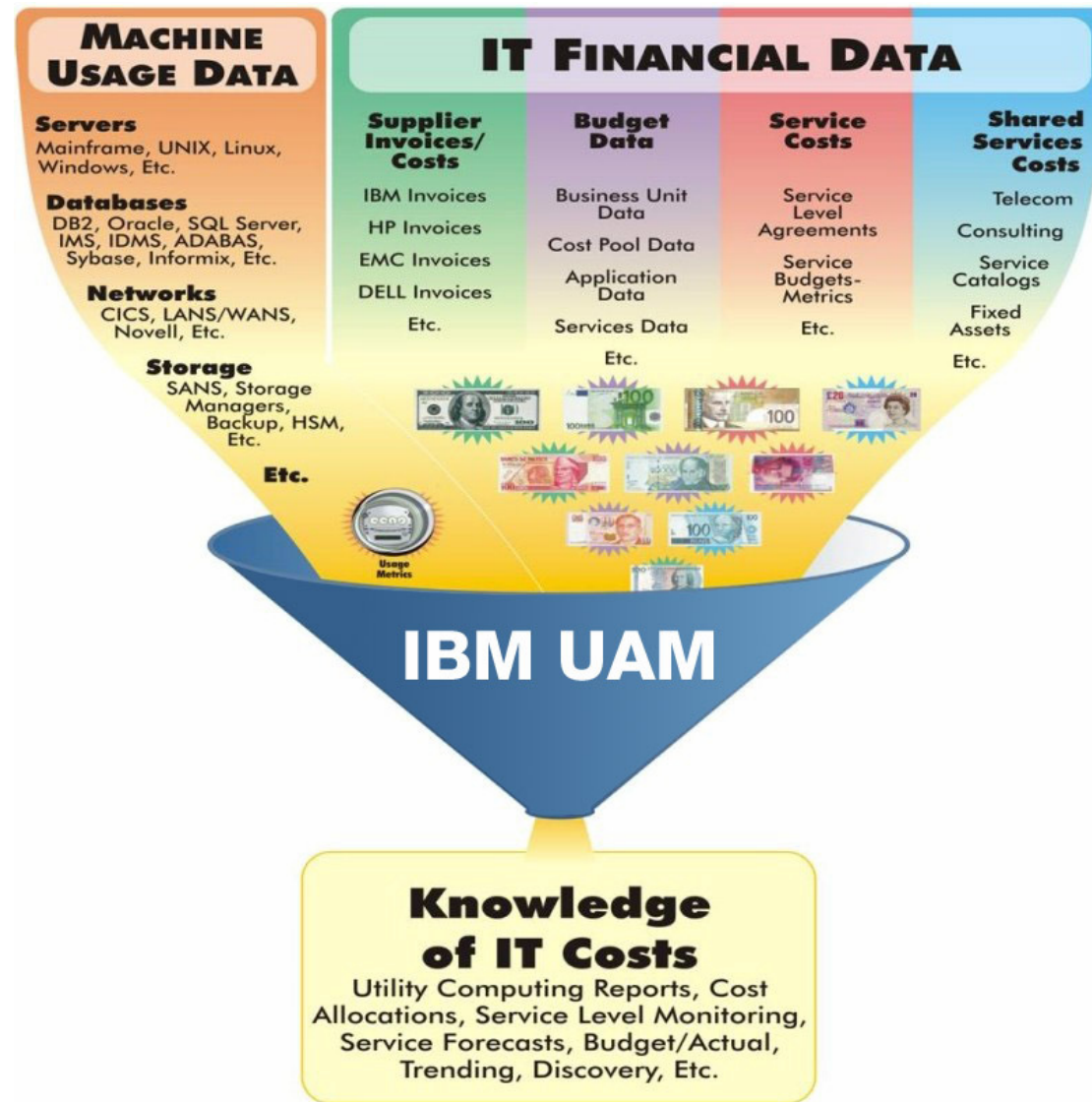
(DB2, Oracle, SQL Server, CICS, Virtualization, Web, E-Mail, Networks, Storage, Print Servers, etc.)

Internet enabled

(Web-Based Reporting & Drill-Down and multiple outputs)



Know what IT costs!

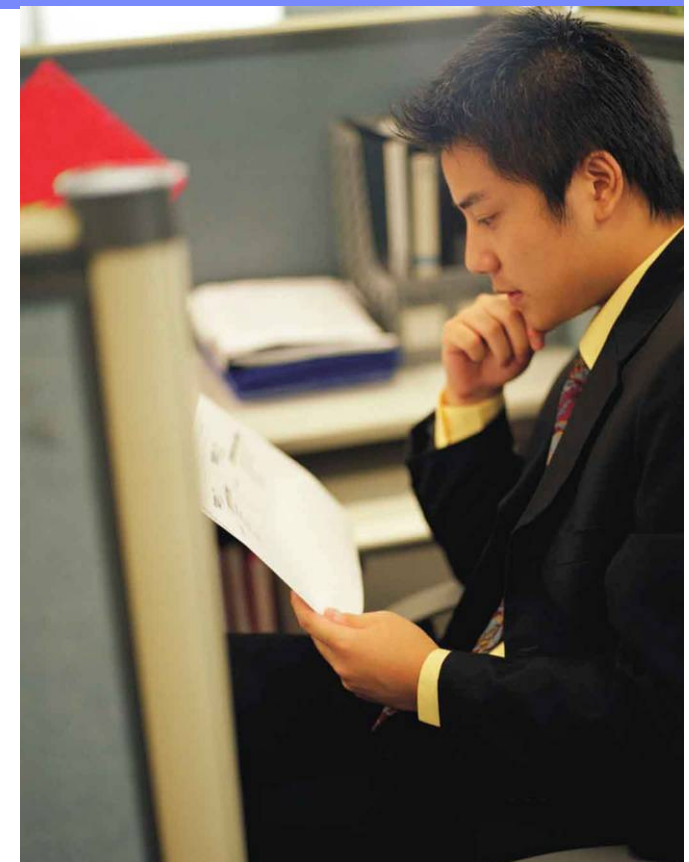


TUAM capabilities can help realize immediate benefits

- **Increase Client (Business Units) Satisfaction**
 - ▶ Real Usage = Accurate Reporting
 - ▶ Accountability = Improved services
 - ▶ Alignment between Business and IT costs

- **Lower Infrastructure Cost**
 - ▶ Reduced server sprawl
 - ▶ Higher utilization
 - ▶ Rationalization of resources

- **Continued Infrastructure Improvement**
 - ▶ Understanding costs can lead to managing costs
 - ▶ Usage comparisons can lead to more effective investments



**When running a business,
nothing matters more
than knowing how much
something costs.**

***You can't manage what
you don't measure!***

Invoice by Account Level

Publish

Return

Help

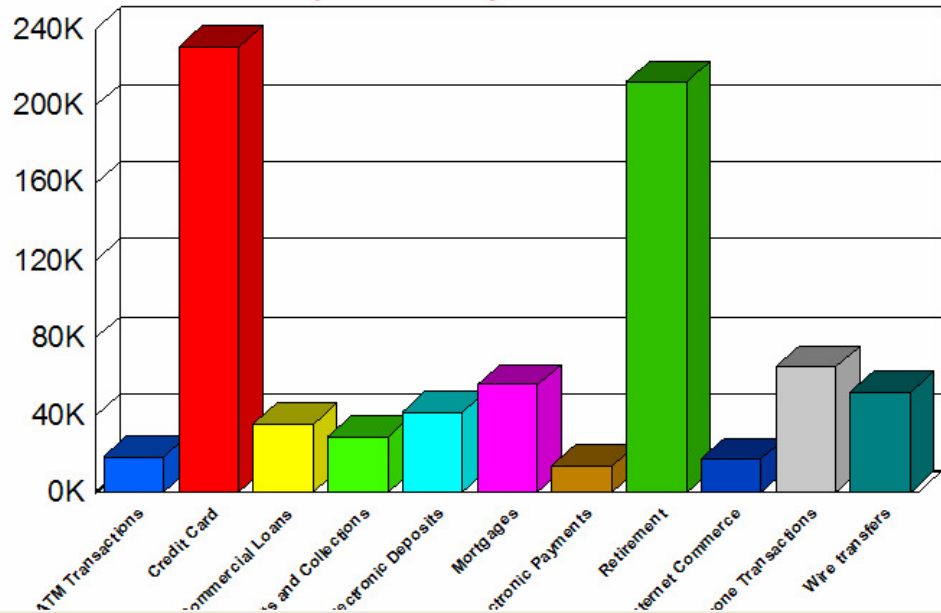
- Preview
 - ATM Transactions
 - Equipment/Shared Services
 - Unix Process Charges
 - Unix Filesystem
 - Unix Oracle Charges
 - MS Windows Storage Charges
 - MS Windows SQL Server
 - MS IIS
 - MS Exchange Sent and Received
 - MS Windows Processes
 - MS Windows Print
 - Mainframe Printer/Reader Charges
 - Mainframe Storage Charges
 - Mainframe Print Charges
 - Mainframe CICS Charges
 - Mainframe DB2 Charges
 - Credit Card
 - Equipment/Shared Services
 - Unix DB2 Charges
 - Unix Process Charges
 - Unix Filesystem
 - Unix Oracle Charges
 - MS Windows Storage Charges
 - MS Windows SQL Server
 - MS IIS
 - MS Exchange Mailbox
 - MS Windows Processes
 - Mainframe Batch Charges
 - Mainframe TSO Charges
 - Mainframe Input/Output Charges
 - Mainframe Printer/Reader Charges
 - Mainframe Storage Charges
 - Mainframe Print Charges
 - Mainframe CICS Charges
 - Mainframe DB2 Charges
 - Commercial Loans

Usage and Accounting Manager

Invoice

Billing Period: 04/01/2006 to 04/30/2006

IT Expenses by Account



The screenshot displays the 'Usage and Accounting Manager' interface with a tree view on the left and three summary tables on the right. The tree view shows a hierarchy of applications: ATM, CCX, COM, DAC, DEP, MTG, ONE, RTM, and SSI. The right side shows three levels of detail for the 'COM - Commercial Loans' application.

Usage and Accounting Manager

Application View

Application	Charges
ATM - ATM Transactions	18,851.48
CCX - Credit Card	230,738.81
COM - Commercial Loans	35,078.06
DAC - Drafts and Collections	29,164.41
DEP - Electronic Deposits	41,420.42
MTG - Mortgages	55,540.65
ONE - Online Electronic Payments	13,637.31
RTM - Retirement	212,260.46
SSI - Secure Sales - Internet Commerce	17,449.17
TEL - Telephone Transactions	64,925.96
WTX - Wire transfers	51,639.48
Total	770,706.13

Application View

Application	Charges
Resource Group	
COM - Commercial Loans	
COM Database	8,306.59
COM Email	2,318.80
COM Equipment	399.00
COM Print	0.30
COM Servers	1,534.31
COM Storage	22,185.45
COM Web	333.61
COM - Commercial Loans	35,078.06

Application View

Resource Group	Platform	Charges
COM Database		
COM Database	Mainframe	3,639.90
COM Database	Unix	1,395.66
COM Database	Windows	3,270.03
COM Database		8,306.59

Usage and Accounting Manager

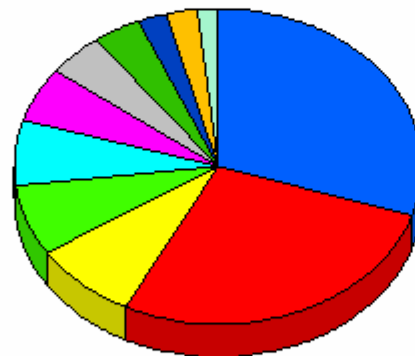


Top 10 Cost Report - Pie Chart

Account Range: All Accounts

Date Range: 4/1/2006 to 4/30/2006

Account Charges



CCX	29.9%
RTM	27.5%
TEL	8.4%
MTG	7.2%
WTX	6.7%
DEP	5.4%
COM	4.6%
DAC	3.8%
ATM	2.4%
SSI	2.3%
Others	1.8%
Total: 100.0%	

Account	%	Charges
CCX-Credit Card	29.94%	230,738.81 Invoics
RTM-Retirement	27.54%	212,260.46 Invoics
TEL-Telephone Transactions	8.42%	64,925.98 Invoics
MTG-Mortgages	7.21%	55,540.55 Invoics
WTX-Wire transfers	6.70%	51,639.48 Invoics
DEP-Electronic Deposits	5.37%	41,420.42 Invoics
COM-Commercial Loans	4.55%	35,078.06 Invoics
DAC-Drafts and Collections	3.78%	29,164.41 Invoics
ATM-ATM Transactions	2.45%	18,851.48 Invoics
SSI-Secure Sales - Internet Commerce	2.26%	17,449.17 Invoics
Other Accounts	1.77%	13,637.31
Total		770,706.13

ITUAM - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search

Address http://www.cimserver.com/ActiveXViewer.asp?In

Run Total Ra

Preview

- Equipment/Shared Services
 - Credit Card
 - ATM Transactions
 - Mortgages
 - Electronic Deposits
 - Drafts and Collections
 - Commercial Loans
- Unix Process Charges
 - Telephone Transactions
 - ATM Transactions
 - Mortgages
 - Commercial Loans
- Unix Filesystem
- Unix Orade Charges
- MS Windows Storage Charges
- MS Windows SQL Server
- MS IIS
- MS Exchange Mailbox
- MS Windows Processes
- Mainframe Batch Charges
- Mainframe TSO Charges
- Mainframe Input/Output Charges
- Mainframe Printer/Reader Charges
- Mainframe Storage Charges
- Mainframe Print Charges
- Mainframe CICS Charges
- Mainframe DB2 Charges

Run Total Rate Group Percent

MS Windows Processes

Account	Charge	%
CCX - Credit Card	5,088.26	42.07%
RTM - Retirement	3,381.42	27.96%
TEL - Telephone Transactions	1,074.27	8.88%
MTG - Mortgages	625.20	5.17%
WTX - Wire transfers	520.03	4.30%
DAC - Drafts and Collections	439.60	3.63%
DEP - Electronic Deposits	432.04	3.57%
ATM - ATM Transactions	431.45	3.57%
COM - Commercial Loans	68.29	0.56%
ONE - Online Electronic Payments	22.32	0.18%

Total MS Windows Processes

12,094.19

Rate Group	Charge	%
Total Equipment/Shared Services	3,977.00	10.16%
Total Unix Process Charges	19.76	0.05%
Total Unix Filesystem	169.86	0.43%
Total Unix Orade Charges	208.74	0.53%
Total MS Windows Storage Charges	1,517.58	3.88%
Total MS Windows SQL Server	1,164.82	2.97%
Total MS IIS	5,625.21	14.37%
Total MS Exchange Mailbox	17.40	0.04%
Total MS Windows Processes	12,094.19	30.89%
Total Mainframe Batch Charges	7,522.01	19.21%
Total Mainframe TSO Charges	2,186.31	5.58%
Total Mainframe Input/Output Charges	580.89	1.48%
Total Mainframe Printer/Reader Charges	75.76	0.19%
Total Mainframe Storage Charges	2,303.00	5.88%
Total Mainframe Print Charges	1.50	0.00%
Total Mainframe CICS Charges	1,690.80	4.32%
Total Mainframe DB2 Charges	0.00	0.00%

Run Total

39,154.83

Help

powered by crystal

topN=&ACRangeDisp [v] Go

ITUAM - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://www.cimserver.com/ActiveXViewer.asp?Year=2006&ACRRangeDisplay=Account+Range%3a+All+Accounts&InvoiceLevel=1&AccountCodeStart=&AccountCodeEnd=zzzz&AccountStart=1&AccountLength=4&UserID=mark&Yea

Usage Trend Graph Publish Return Help

powered by crystal

57 of 135

Preview

- PSF Number of Feet of Paper
- Tape Mounts
- Disk Data Sets
- Disk Space Allocated (MB Days)
- Disk Space Used (Non VSAM) (MB D)
- Secondary Space Allocated (Non VS
- Disk Space Wasted (Non VSAM) (ME
- One Part Forms
- Standard Forms
- Standard Forms Remote
- CICS Transaction Minutes
- CICS CPU Minutes
- CICS Transactions
- CICS Input Messages
- CICS Output Messages
- CICS Messages
- CICS File Access Count
- VMware CPU Usage
- VMware CPU Usage Guaranteed
- VMware Disk Kilobytes Read
- VMware Disk Kilobytes Written
- VMware Memory Kilobytes Active
- VMware Memory Kilobytes Granted
- VMware Network Kilobytes Read
- VMware Network Kilobytes Transfer
- DB2 Transactions (Records)
- DB2 Transaction CPU Minutes
- DB2 Accumulated CPU Minutes
- DB2 Transaction Elapsed Minutes
- DB2 Accumulated Elapsed Minutes
- DB2 Entry/Exit Events
- DB2 I/O Activity (Get Pages)
- MS Windows SQL Server Records
- MS Windows SQL Server Duration (
- MS Windows SQL Server CPU (Seco**
- MS Windows SQL Server Reads
- MS Windows SQL Server Writes
- MS Windows SQL Server Used (MB C
- IIS FTP Bytes Received
- IIS FTP Bytes Sent
- IIS FTP Successful Protocol Status 2
- IIS FTP Redirection Protocol Status
- IIS FTP Client Error Protocol Status

Usage and Accounting Manager

Resource Usage Trend

Account Range: All Accounts
Year: 2006
MS Windows SQL Server CPU (Seconds)

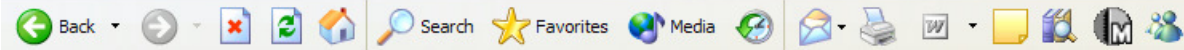
Resource Usage per Month

Month	Resource Usage
2006/01 January	19,545.66
2006/02 February	12,306.85
2006/03 March	16,959.50
2006/04 April	20,485.42
2006/05 May	17,487.22
2006/06 June	105.98
Total	86,890.62

Example of Resource Usage Trend report over a period of time

Done Internet

IBM SOFTWARE



Address <http://www.cimserver.com/ActiveXViewer.asp?InvoiceLevel=1&ReportStartGroup=Reports&ACRangeDisplay=Account+Range%3a+All+Accounts&NoGroupTree=N&AccountCodeStart=&AccountCodeEnd=zzzz&AccountStart=1&>

Adobe Y! Search Web Messenger Bookmarks My Yahoo! Yahoo! Finance Mail News Shopping Entertainment

Weekly Crosstab - Usage

Publish

Return

100% 1 of 1+

Preview

Usage and Accounting Manager



Account Weekly Crosstab - Resource Usage

Account Range: All Accounts

Date Range: 4/1/2006 to 4/30/2006

<http://docs.dfw.ibm.com/knowITcosts/>

		Total All Weeks	3/26/2006	4/2/2006	4/9/2006	4/16/2006
ATM - ATM Transactions	080 - Lines Printed - Local	102,000	3,400	23,800	23,800	23,800
	087 - Pages Printed - Local	5,250	175	1,225	1,225	1,225
	100 - PSF Number of Lines Printed	490,350	16,345	114,415	114,415	114,415
	102 - PSF Number of Pages Printed	8,850	295	2,065	2,065	2,065
	116 - PSF Number of Impressions	9,630	321	2,247	2,247	2,247
	118 - PSF Number of Feet of Paper	7,920	264	1,848	1,848	1,848
	160 - Disk Space Allocated (MB)	36,679.5570	1,222.6519	8,558.5633	8,558.5633	8,558.5633
	162 - Disk Space Used (Non VSAM)	30,577.6890	1,019.2563	7,134.7941	7,134.7941	7,134.7941
	164 - Secondary Space Allocated	15,736.9710	524.5657	3,671.9599	3,671.9599	3,671.9599
	166 - Disk Space Wasted (Non VSAM)	1,037.7960	34.5932	242.1524	242.1524	242.1524
	212 - One Part Forms	8,850	295	2,065	2,065	2,065
	228 - Standard Forms	5,250	175	1,225	1,225	1,225
	400 - CICS Transaction Minutes	0.80	0.03	0.19	0.19	0.19
	402 - CICS CPU Minutes	0.05	0.00	0.01	0.01	0.01

Implementation requirements

**Collect Resource Usage Data with
TUAM Data Collectors**



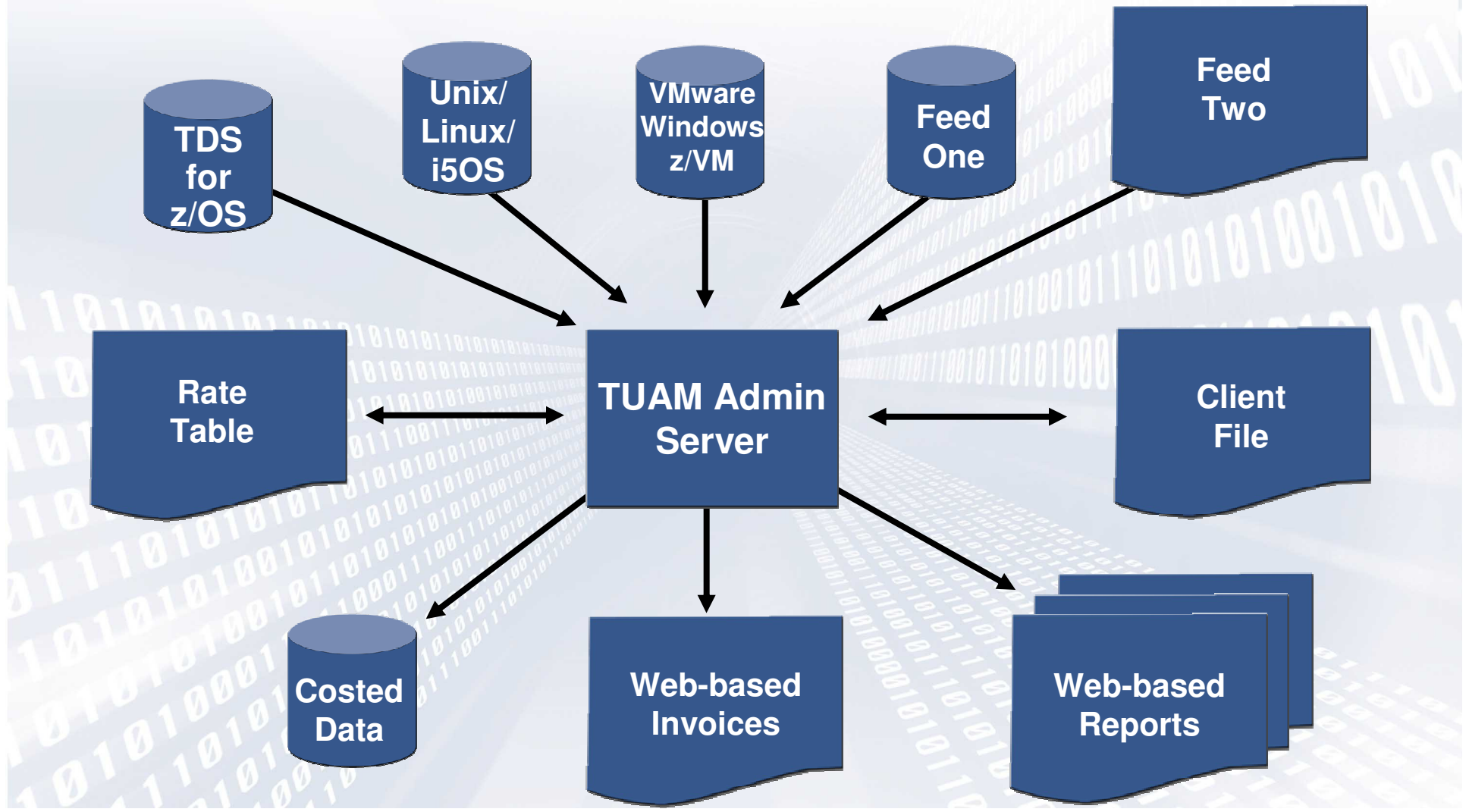
Define Business Rules



Configure TUAM



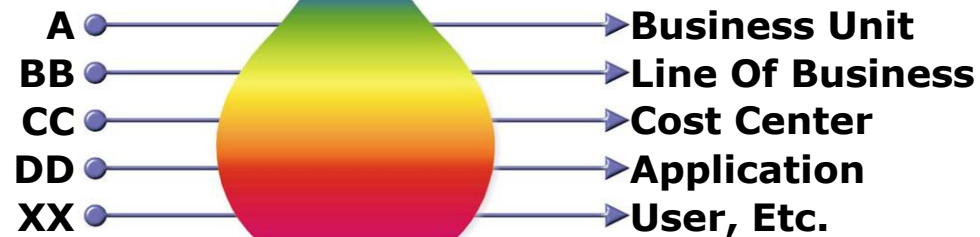
IBM Tivoli Usage and Accounting Manager



Apply business rules

IDENTIFICATION CODES

User ID's ♦ Job Names ♦ Account Codes ♦ Transaction ID's
 Network ID's ♦ Project Codes ♦ DSN's ♦ Email Addresses
 Security ID's ♦ Extensions ♦ Folder Names
 Authorization ID's ♦ IP Addresses
 Server ID's
 Etc.



Reports

Invoices

- Invoice by Account Level
- Application Cost
- Account Total Invoice
- Alternate Invoice
- Invoice with Budget
- Invoice with Shifts
- Run Total Invoice with Shifts
- Run Total Invoice
- Run Total Percent
- Run Total Rate Group Percent
- Zero Cost Center Invoice
- Invoice by Account Level V2

Account Reports

- Account Budget for Period YTD
- Account Summary YTD
- Account Summary by Week
- Account Summary YTD - Wide
- Account Summary by Week - Wide
- Account Summary Daily
- Account Summary Daily 2
- Summary Crosstab - Charges
- Summary Crosstab 2 - Charges
- Summary Crosstab - Usage
- Summary Crosstab 2 - Usage
- Daily Crosstab - Charges
- Daily Crosstab - Usage
- Weekly Crosstab - Charges
- Weekly Crosstab - Usage

Monthly Crosstab - Charges

Monthly Crosstab - Usage

Top Usage Reports

- Top 10 Cost
- Top 10 Bar Graph
- Top 10 Pie Chart
- Top 10 By Rate Code

Variance Reports

- Cost Variance
- Cost Variance Drilldown
- Resource Variance

Trend

- Cost Trend
- Resource Usage Trend
- Cost Trend Graph
- Cost Trend Rate Graph 2
- Usage Trend Graph
- Cost Trend by Rate

Resource Detail

- Detail By Multiple Identifiers
- Detail By Multiple Identifiers with Acct
- Detail by Rate Group
- Detail by Rate Group/Identifier
- Batch Report
- CICS Transaction ID Report
- DB2 Summary
- Exchange 2000
- SQL Server 2000

Windows Disk

Audit

- Client Audit Report
- Rate Audit Report
- Transaction Audit Report

Other

- Job Cost
- Percentage
- Transaction Report
- Line Item Budget
- Zero Cost Factor
- Rate
- Client
- Configuration

Custom

- HBReport
- Storage Usage
- CIO Usage
- test

Expand All

Collapse All

Some of the over 200 customers

- **Large healthcare insurer**
 - ▶ CICS/DB2/Batch/TSO & normalization between 2 System zs. Rolling out UNIX and Windows. 168 UNIX and 300 Windows Servers.
 - ▶ Replaced 2 homegrown systems after merger. Corp. finance is the user and owner of the system. Wanted federated auditability. ITUAM only product to meet all RFP requirements
- **Insurance and Financial Product Broker**
 - ▶ z/OS, Linux for System z & Unix/Novell/Windows. Primavera importing for labor accounting. Inventory information, SAN, and telcom.
 - ▶ Doing memo billing now and will move to chargeback in the future
- **Large aerospace manufacturer**
 - ▶ Both z/OS & distributed. Bill \$18-20M per month across 5,000 cost centers. 40K pieces of hardware. Do labor, WAN, assessments, and project costs. Feeding SAP GL and using web reporting.
 - ▶ Replaced RYO system
- **State government**
 - ▶ z/OS, Telcom, UNIX, Windows, labor. Oracle, SQL Server, & Exchange
 - ▶ Wanted to replace multiple billing systems with integrated system and meet government audit requirements



Implementation & Services

■ Client Implementation

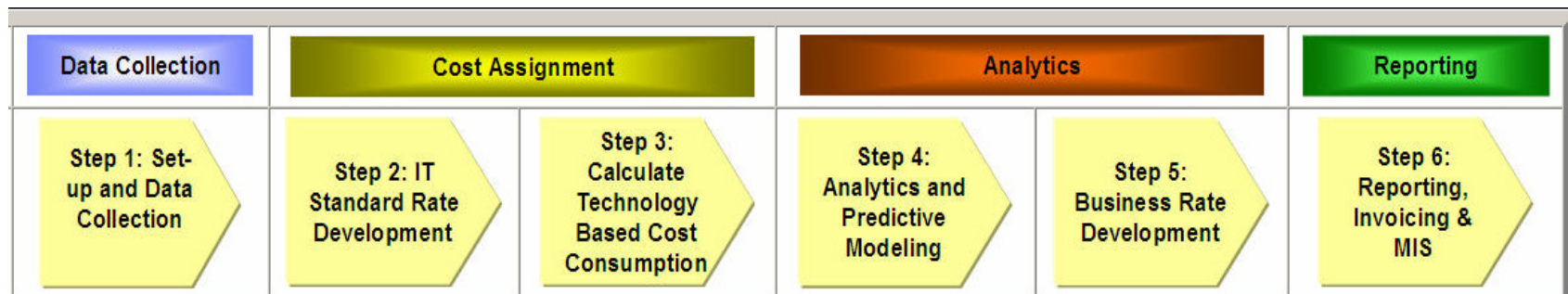
- TUAM is ready to use software that is user installable and can quickly report on usage of a variety of shared and virtualized systems.

■ Tivoli Services

- Extended Engagements

■ IBM Global Business Services (ITVBA) & GTS

- Complete end to end implementation and on-going services using an IBM methodology.



IBM Tivoli Usage and Accounting Manager services

Services are an important part of an TUAM Solution implementation

A list of services:

Allocation planning

helps client decide what resources are to be tracked, what metrics are relevant to their environment and how the costs will be reported by service or department.

Cost planning

helps client create the per unit costs based on the expenses associated with the resources that need to be allocated by service or department and build the algorithms to drive that cost back to the specific service or department.

Billing System integration

helps the client map the output of TUAM into the format required by their internal billing system to drive the data into their accounting ledgers and create internal billing.



Financial Management and Accounting (FMA) Workshop

What is an FMA Workshop

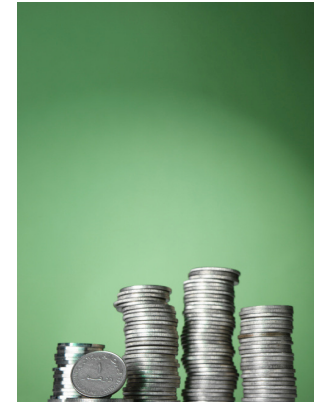
- A onsite workshop to provide the customer with best practices in a FMA methodology.
- A High Level Analysis of The Customer's current FMA methodology
 - ▶ What is included?
 - ▶ What is not included?
- An analysis of the “do’s” and “don’ts” of a FMA process
- Interview/Q&A session to develop a strategy for moving forward:
 - ▶ In creating mainframe and distributed FMA methods
 - ▶ In comparing System z to Distributed platforms for deployment of new and current workloads
- Customer focused workshop to promote the benefits of Cost Transparency in your IT environment

Agenda

- **Pre-Work**
 - ▶ Pre WS meeting to set expectations
 - ▶ Complete FMA Questionnaire
- **On-Site Workshop**
 - ▶ FMA Overview Presentation
 - ▶ Interview and open dialogue about questionnaire
 - ▶ In depth discussion about client's current environment
 - ▶ Review of common pitfalls
- **Deliverables**
 - ▶ Best practices methodology
 - ▶ Recommendations document
 - ▶ Discussion of additional IBM Customer Focused services available where appropriate

Who Needs This?

- Viewing the one platform as more expensive than other environments
- Experiencing challenges with consistent financial management and cost allocation models and methodologies
- Experiencing internal challenges regarding who is responsible for increasing IT Financial costs
- Facing business decisions that need consistent and repeatable TCO or ROI models



Contact

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http://www-306.ibm.com/software/solutions/softwaremigration/charge_back.html

Tivoli Usage & Accounting Manager Links:

- **TUAM Product Description**

<http://w3-103.ibm.com/software/xl/portal/viewcontent?type=doc&srcID=T9&docID=E079287W18034F34>

- **Tivoli Usage & Accounting Manager Home Page**

<http://www-306.ibm.com/software/tivoli/products/usage-accounting/>

- **Tivoli Decision Support for z/OS**

<http://www-306.ibm.com/software/tivoli/products/tds-390/>

- **Tivoli Usage and Accounting Manager 7.1 Product Documentation:**

http://publib.boulder.ibm.com/infocenter/tivihelp/v3r1/index.jsp?topic=/com.ibm.ituam.doc_7.1/ituam_welcome.htm

- **Tivoli Usage and Accounting Manager On Line Demonstration:**

<http://knowitcosts.dfw.ibm.com>

▶ Login id: know Password: costs

- **Redbooks:**

▶ [IBM Tivoli Usage Accounting Manager V7.1 Handbook, SG24-7404-00 Draft Redbooks](#), last update 10 December 2007 2.

▶ [Deployment Guide Series: IBM Tivoli Usage and Accounting Manager V7.1, SG24-7569-00](#)

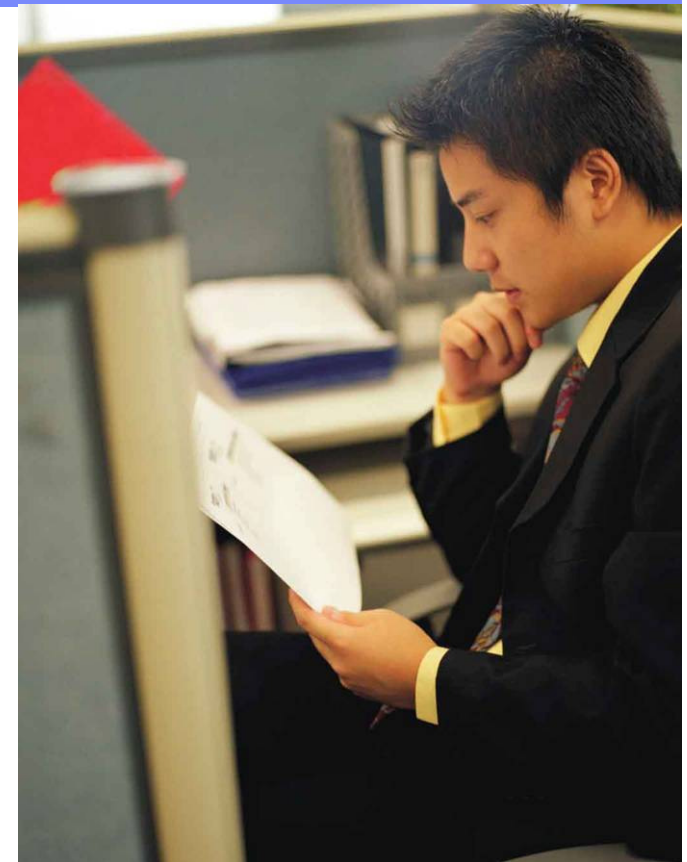


TUAM capabilities can help realize immediate benefits

- **Increase Client (Business Units) Satisfaction**
 - ▶ Real Usage = Accurate Reporting
 - ▶ Accountability = Improved services
 - ▶ Alignment between Business and IT costs

- **Lower Infrastructure Cost**
 - ▶ Reduced server sprawl
 - ▶ Higher utilization
 - ▶ Rationalization of resources

- **Continued Infrastructure Improvement**
 - ▶ Understanding costs can lead to managing costs
 - ▶ Usage comparisons can lead to more effective investments



**When running a business,
nothing matters more
than knowing how much
something costs.**

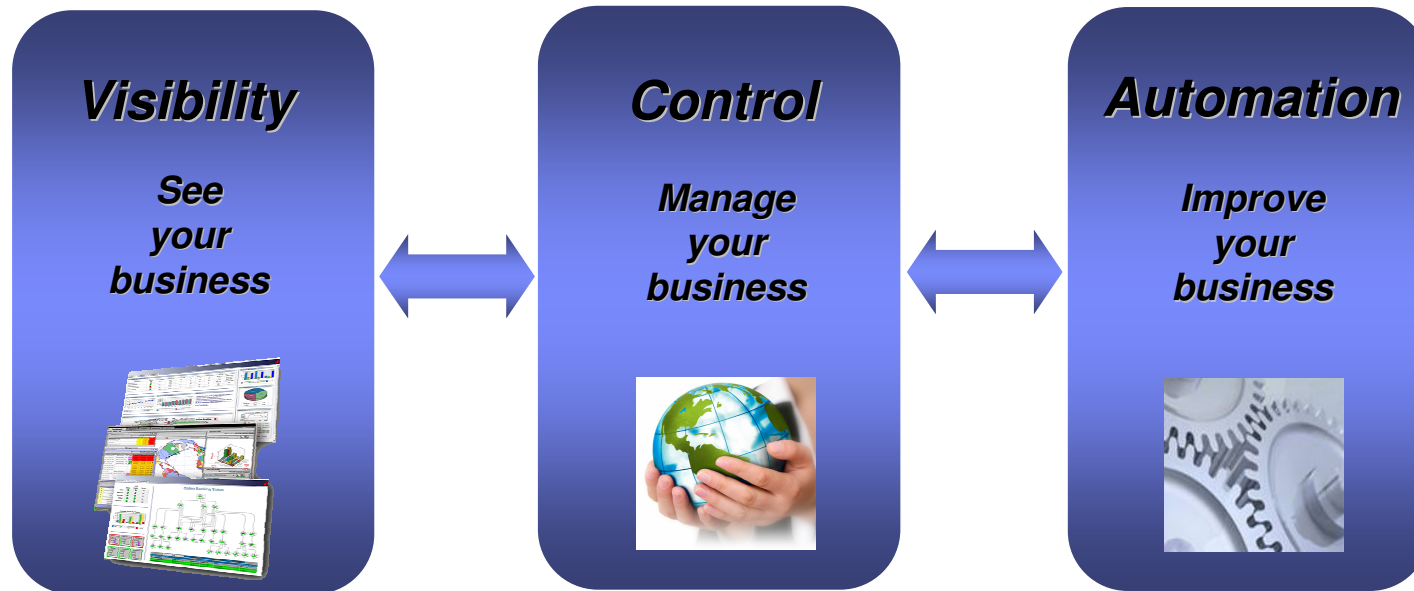
***You can't manage what
you don't measure!***

Tivoli IT Asset and Financial Management Helps Customers...

- **See their business through visibility**
 - Address IT cost management challenges and reduce TCO
 - Optimize software licenses and reduce likelihood of overbuying as well as fines due to under-licensing.
 - Know what IT costs
- **Manage their business through *control***
 - Mitigate license compliance risk
 - Support regulatory compliance initiatives such as Sarbanes Oxley Section 404, Basel II minimizing IT associated risk.
 - Measure shared resource usage for cost allocation
- **Improve their business through *automation***
 - Integrate Asset Management and IT Service Management to optimize end-to-end processes
 - Streamline routing of service requests with accurate warranty information.
 - Reduce incident and problem resolution times through workflow with ITAM processes.
- **Improve IT value with the Business**
 - Real Usage = Accurate Reporting
 - Accountability = Improved services
 - Alignment between Business and IT costs



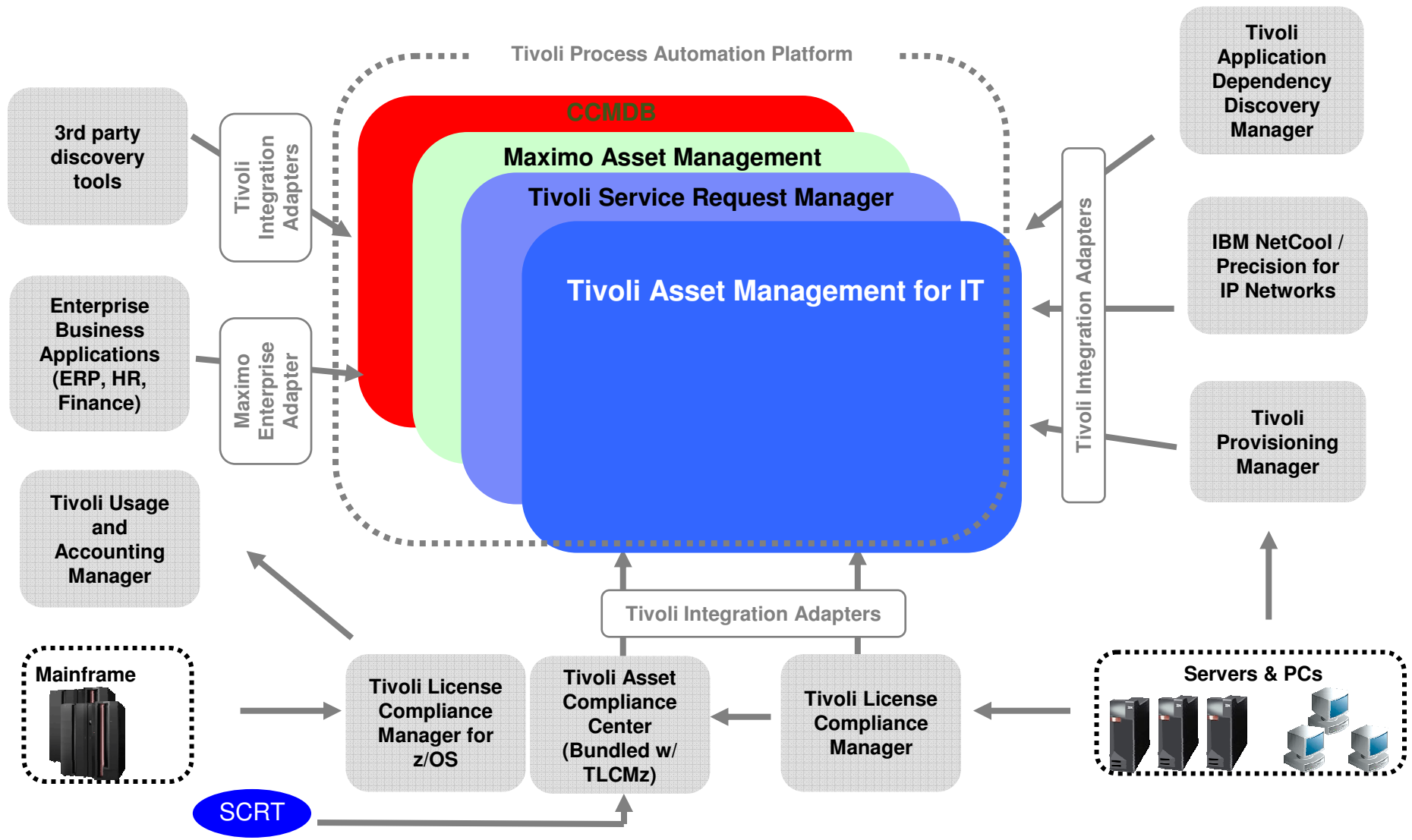
Tivoli IT Asset & Financial Management solutions help clients realize their business goals through:



Improve IT Cost Transparency, Mitigate Risks, Control Costs

- ✓ See what you have, where it is, who is using it and what it costs
- ✓ Optimize software licenses, reduce over/under buying
- ✓ Understand the cost of business services
- ✓ Reduce TCO of all strategic assets throughout their lifecycle
- ✓ Mitigate license, regulatory, environmental and safety compliance risk
- ✓ Measure usage of shared IT resources for cost allocation and chargeback
- ✓ Reduce outages and failures with proactive asset management practices
- ✓ Streamline routing of service requests with accurate warranty data
- ✓ Make strategic purchasing decisions with reliable inventory data

Tivoli IT Asset Management Portfolio



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