

Rethink Your IT Spend Management Approach

Break with Status Quo, Eliminate Barriers to Success.

IT is a business within a business charged with delivering an extensive and evolving portfolio of technology assets, licenses, and services to the organization it serves. At its core, IT professionals are responsible for a variety of technical, operational, and financial practices designed to fulfill a strategy empowered by technology. Executing the mission isn't easy, though. Time, money, and resource constraints are opposing forces that challenge success.

Every IT organization experiences these constraints. Shifts in business requirements and technology advancements trigger change in projects, initiatives, and strategy that affect time, money, and resource demands. When this happens, IT professionals must adapt; an IT spend management program is pivotal to effective change.

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Removing time, money, and resource constraints is the key to improving IT performance.

Timothy C. Colwell
EXECUTIVE VICE PRESIDENT, AOTMP®

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IT spend management includes technology and processes that support the lifecycle of technology – from procurement to decommissioning – with a central focus on the financial attributes of assets, licenses, and services. Complete visibility into spend yields not just complete control over technology expense, but also empowers the ability to make data-driven decisions. Control informs decisions that IT professionals make to align and optimize technology to changing business demands.

A programmatic approach to IT spend management delivers optimal results, but many organizations don't have the time, money, or resources to implement or maintain an entire program. This is especially true for mid-market organizations that are generally tasked to do more with less. A comprehensive program delivering full financial control across all aspects of the IT lifecycle is not out of reach, though. It simply requires the right partner.

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Put the IT asset at the center of the lifecycle. No matter what it is—a DIA, a mobile device, or a cloud instance—every asset needs to be sourced, procured, contracted, managed, and supported. You need to pay the invoice, troubleshoot problems, and make sure you're paying for what you get. And that's just one asset; the average IT department is responsible for thousands. So, the only way you get real visibility into your IT spend is if you can see into every asset at every stage of the lifecycle.

Gary Storm
CEO, VCOM SOLUTIONS

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Add Time Back to Your Day

IT spend management covers a wide range of practices. Effective execution of these practices requires people, processes, and systems to work together to achieve results.

When time is scarce, some lifecycle practices get more attention than others. For example, paying invoices is necessary to avoid service disruption. Also, order processing and internal user support are practices that may receive more attention because they are highly visible to the business and users. Prioritizing these practices above others may support immediate time constraints, but it will not yield the most cost-effective results.

When spend management practices are paused or delayed, financial and operational efficiencies are lost. The pace of change across IT assets, licenses, services, vendors, contracts, and costs demands deep and connected understanding of all lifecycle practices. Visibility and control over IT spend is only fully achieved when practices are performed in real time.

Even when time is limited, a comprehensive IT spend management program can be achieved by partnering with a company that can implement and maintain the program for you. Partners have the resources to give time back to internal IT staff, and the financial benefits of staff augmentation can be far greater than the cost. Selecting a partner that pays for itself through program savings can be more cost effective than other options.

Essential IT Spend Management Practices

- Budgeting & Forecasting
- Audit & Optimization
- Invoice Management
- Asset Management
- License Management
- Service Management
- Sourcing & Procurement
- Order Management
- Support Desk
- Vendor Management
- Contract Management
- Reporting & Analytics

Get More Bang for Your IT Buck

Buying power affords customers leverage during sourcing events. The more you spend, the deeper the discounts. The second variable in the buying power equation is time. The longer the contract term, the deeper the discounts. The converse for both variables is also true. Knowing what your buying power is requires new tools to reframe the leverage.

Aggregators are the answer to this problem. Aggregators receive maximum discounts from carriers, network providers, and solutions providers for the entire book of business across all customers and then pass those discounts on to individual customers at a rate better than the customers could receive on their own. Additionally, services and solutions can be secured without term commitments, which affords customers significant financial and technology flexibility. As business demands change, technology can change with less financial exposure created by contract terms.



Integrating the power of an aggregator into your IT spend management program improves your ability to optimize IT expenses.

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Leveraging the buying power of an aggregator provides savings, but it also delivers flexibility you'd never get with a single vendor. Since there are no long-term contracts to sign you can change vendors as often as you need. Plus, a good aggregator offers convenience by consolidating all your vendors onto one invoice and normalizing the jargon and service names, so you actually know what you're paying for. If they also happen to integrate into your IT lifecycle platform, you've got the best of all worlds.

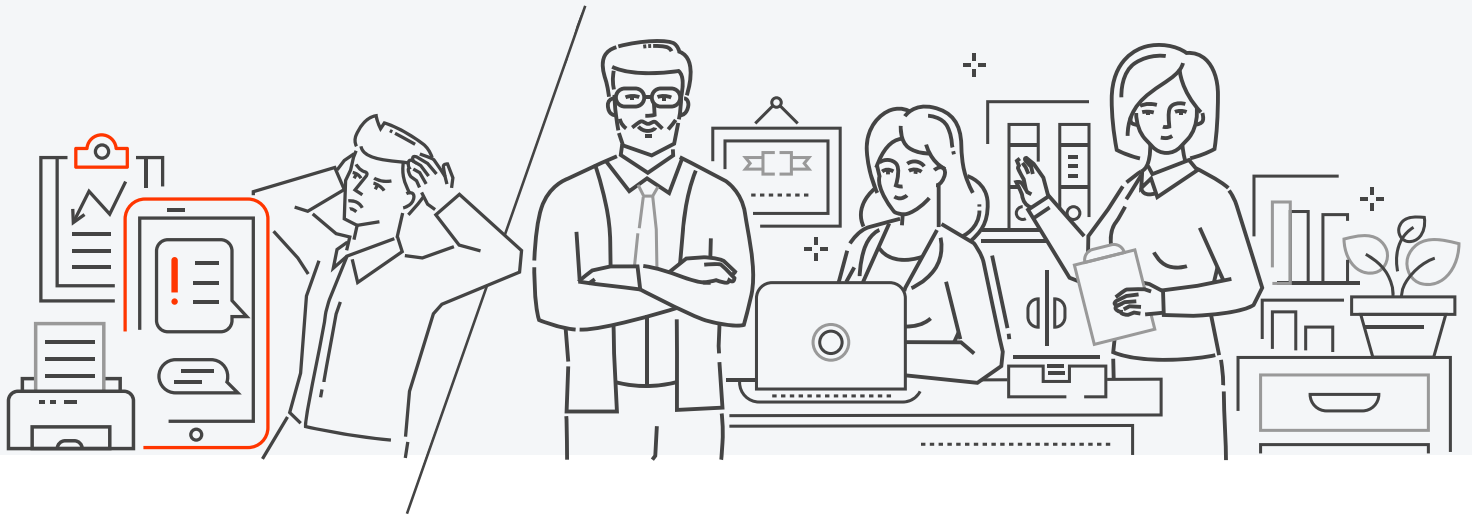
Gary Storm
CEO, VCOM SOLUTIONS

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Extend Your Bench Strength Without Hiring More Staff

IT professionals wear many hats. This is evermore true for professionals serving the mid-market who are tasked to do more with less. While professionals knowledgeable with IT spend management practices know what needs to be done, they may not have the capacity to execute on everything crying for attention.

Resource constraints can be mitigated by augmenting IT staff with partner resources. A secondary benefit to this solution is the addition of specialists with deep IT spend management domain expertise. Additional resources plus specialized skills is the formula for positive results when resources are operating at maximum capacity.



Conclusion

The problem is clear: time, money, and resource constraints limit mid-market organizations from achieving optimal financial control over IT. The solution is equally clear: change your approach and neutralize the problem for good with a proven IT spend management partner that adds time, money, and resources to the program by supporting the entire spend lifecycle.

When you break from the status quo, IT evolves and delivers a new level of value to the business it serves.

About vCom

vCom Solutions offers a suite of IT spend management solutions. Our cloud-based vManager software platform provides centralized control of every IT asset beginning with planning and procurement, through daily operations management (orders, inventory, service & support), through management of every associated expense. Our Managed Services subject matter experts take on the tactical day-to-day management so your staff can focus on strategic issues. Combined with the aggregated buying power of QuantumShift™ by vCom Buyers' Club, clients receive the benefits of a convenient, reliable, one-stop shop for building, refreshing, implementing, and managing all network, mobile, cloud, collaboration, hardware, and SaaS technologies.

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