

# Improving Your IT Infrastructure Expense Management Outcomes

## Best Practice Benefits of Separating Invoice Data Capture from Invoice Data Management

### Vendor Invoice Data Capture

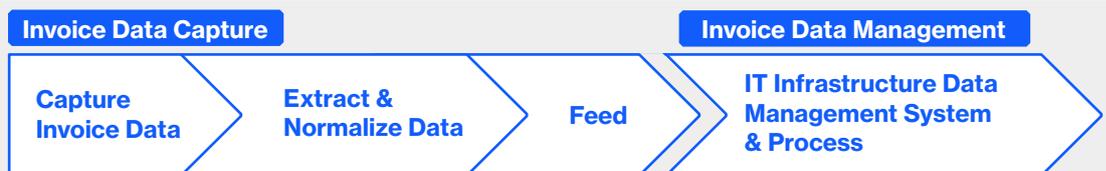
Receiving, normalizing, and translating your vendor invoices into a usable format is critical to the success of your IT infrastructure expense management program. Do this correctly and your program thrives; fail to execute this properly and you will leave opportunity on the table. The challenge is that IT infrastructure invoices are complex: millions of order codes, endless configuration options, and thousands of formats demand deep domain expertise to navigate the complexity and feed accurate and complete data into your IT infrastructure expense management system and process.

### Vendor Invoice Data Management

The mission of an expense management program is financial control of IT services, assets, and licenses. Core practices that support the mission include cost audit, allocation, revenue assurance, vendor payment, and resolving exceptions, as well as budgeting, contract management, forecasting, and optimization. Each of these practices relies on vendor invoice data that is managed using a purpose-built IT infrastructure expense management system. There are many strong technology expense management (TEM) and business support systems (BSS) providers in the market today supporting IT infrastructure expense management programs, and they use proprietary software, capabilities, and expertise to analyze, store, and organize vendor invoice data.

Sourcing best-in-breed invoice data capture and invoice data management partners improves IT infrastructure expense management outcomes.

**Invoice  
Management  
Best Practice**



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## The Traditional IT Infrastructure Expense Management Challenge

Data capture and data management are two distinct functions that rely on different skillsets and competencies. While separate, these functions are codependent. Capturing invoice data and compiling it into a usable format is a major hurdle that must be overcome before expense management practices can be performed. A system and process purpose built for IT infrastructure expense management will falter or fail if accurate and complete invoice data isn't available. Herein lies the IT infrastructure expense management challenge.

Traditionally, the industry has combined vendor invoice data capture and data management. These are two distinct functions, and most clients outsource both functions to the same provider. It isn't the only approach, though. Separating data management and data capture functions between two best-in-breed providers that offer expertise in their respective functions enables the opportunity for you to achieve higher levels of performance outcomes and business results.

### IT Infrastructure Spend Categories:

- **WAN**
- **Wireless**
- **Internet**
- **Cloud**  
(AWS, Azure, Google Cloud, etc.)
- **Colo / Data Center**  
(Equinix, DRT, CyrusOne, etc.)
- **SaaS Licenses**  
(0365, Google Workspace, Workday, Salesforce.com, etc.)
- **UCaaS / CCaaS**  
(Teams, Zoom, WebEx, etc.)

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*Expense management requires complete understanding of portfolio category spend. The accuracy of invoice data enables complete spend visibility and control.*

**Timothy C. Colwell**  
EXECUTIVE VICE PRESIDENT, AOTMP®

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## Neutralizing The Invoice Data Management Problem

The invoice data management problem isn't the people, the process, or the system – it's the data. The most difficult aspect of IT infrastructure expense management is receiving, normalizing, and translating invoice data into a usable format. Fix the data, fix the problem.

Whether launching a new expense management program or maturing an existing program with an established expense management system and process, focus on gaining visibility into IT infrastructure spend by category in a normalized and meaningful format. When you control the data, you control the success of your program.

## Two Scenarios, One Solution

The invoice data management problem – translating data into a usable format – affects business clients and service providers alike. Business clients require normalized invoice data from a variety of IT infrastructure providers to feed a TEM system designed to manage the asset, license, and service lifecycle. Service providers require normalized invoice data from network partners to feed BSS designed to support cross-carrier transactions and issue client billing. The solution for each scenario is the same: feed accurate and complete data into your system, maintain the established process, and improve expense management performance.

## Benefits of Discrete Invoice Data Management

### Business Clients

- ✓ Improve visibility and control when invoice data becomes verified source of truth for TEM systems/IT infrastructure expense management programs.
- ✓ Isolate invoice capture, data normalization, and data presentment to feed into a TEM system, get specialized invoice management domain expertise while retaining an existing system/process.
- ✓ Better data fed into a TEM system using an efficient and cost-effective solution improves IT infrastructure expense management program performance.

### Service Providers

- ✓ Service providers reduce revenue risk by improving visibility and control over invoice data from network partners that feed BSS.
- ✓ Improving invoice capture, data normalization, and data presentment supports accurate, timely invoice generation and accelerates revenue assurance and cost of goods (COGS) margin analysis practices.
- ✓ Invoice data management supported by experts with specialized knowledge of IT infrastructure invoice data maximizes revenue potential with reliable data. Better data = better outcomes.

### Universal Benefits

- ✓ Improved data quality through normalized invoice data capture.
- ✓ Enhanced flexibility to change BSS or TEM platforms, vendors, or both quickly and reliably.
- ✓ Elevated expertise distinctly focused on unique data capture and data management functions.

# Conclusion

IT spending is significant for business clients. According to Statista, \$4.4 trillion will be spent globally on IT infrastructure in 2022. Visibility and control over this expense begins with understanding invoices and invoice data.

Service providers rely on invoices from IT Infrastructure partners to generate outcomes for their clients and to manage their cost of goods. Inferior invoice capture, data normalization, and data presentment practices increase revenue risk and probability of inaccurate reconciliation of cost information. Visibility and control over revenue begins with understanding invoices and invoice data.

Gaining total visibility and control is the same for business clients and service providers: use an expert to capture your data and provide to the right expense management solution.

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## About Cloud Age

Cloud Age is a software company that automates solutions for business challenges related to IT Infrastructure vendor cost and revenue alignment. We have 17 years of expertise in automation of vendor invoice capture and invoice data extraction via our proprietary invoice readers. Our gpxcloud™ SaaS system enables our clients to create and maintain their service inventory and can connect to leading quoting, ordering, and ERP platforms via API for ongoing inventory management. Additionally, gpxcloud™ automates COGS management, cost and invoice reconciliation, general ledger assignment, invoice approval, vendor payment, and provides the ability to tie each cost element to a corresponding revenue element.

For companies with telecom, collocation, wireless, cloud, and/or usage based 3rd party cost, gpxcloud™ will provide more control, shorter cycles, higher accuracy, and lower cost for processing. Our team can be reached at [info@cloudage.com](mailto:info@cloudage.com) to discuss your challenges and how we can solve them.

[Learn more at cloudage.com](https://cloudage.com) →

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