



Taking control of IT financial management in the public sector with Proven Optics

90

days accelerated deployment of cost modeling application

\$1M

in redundant spending identified within weeks of deployment

75%

faster rate-setting and invoicing processes

The challenges

The District of Columbia Government's Office of Chief Technology Officer (D.C. OCTO) directs the strategy, deployment, and management of technology for the entire district, impacting its government, residents, businesses, and visitors.

These efforts require full visibility into IT operations and spend, yet D.C. OCTO had been relying on legacy tools and manual practices that made attaining this data time-consuming and difficult. The organization knew it needed to modernize its budgeting and cost mapping processes to replace manual efforts, boost efficiency, and improve overall financial visibility.

The solution

ServiceNow and Proven Optics helped D.C. OCTO modernize its IT financials by migrating all relevant data from its existing IT service management system onto the Now Platform. Within 90 days of deployment, the platform helped the government agency cut down unnecessary email traffic and version control issues by digitizing its budgeting processes from rate setting to cost allocation.

Integrating multiple data sources enabled D.C. OCTO to gain complete visibility into IT operations and spend, allowing them to identify and cut unnecessary costs. This visibility also informed better decision-making, powering continuous improvement for its people and services. Since adopting Proven Optics and ServiceNow, D.C. OCTO has expanded its use of the Now Platform to include ITSM, PPM, CSM, HRSD, and Asset Management modules.

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We continue to find uses for the platform that go above and beyond our original expectations—from supporting government accounting principles to creating cost models and useful analysis reports.

Yuri Jo, Budget Analyst, District of Columbia
Government's Office of Chief Technology Officer



Why Proven Optics?

Proven Optics is the leader in IT Financial Management, with SaaS applications built to automate TBM, budgeting, and billing processes for the public and private sectors. Backed by ServiceNow Ventures, we are an Elite-status ServiceNow partner and a two-time Americas App Development Platform Partner of the Year. With 20+ years of industry practitioner experience, our team is passionate about helping IT organizations reimagine their financial processes and reassert their value to the business.

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