Taking Control of IT Costs: A University's Path to Financial Clarity with Proven Optics

Easily Track Costs Across Depts & Services

Automate Manual Processes

More Informed Decisions

The Challenge

Before partnering with Proven Optics, a leading university struggled to determine the true cost of delivering its services.

Without full visibility, resource management was inefficient, financial reporting to leadership lacked clarity, and strategic fund allocation was a challenge.

Organizational changes only added to the complexity, while outdated, labor-intensive processes failed to provide the insights needed for smarter decision-making.

The Approach

The university needed a solution to bring clarity to service costs and generate reliable, scalable financial data. But they weren't just looking for a quick fix—they wanted a long-term strategy to refine cost management, unlock deeper insights, and align financial processes with their institutional goals.

The Solution

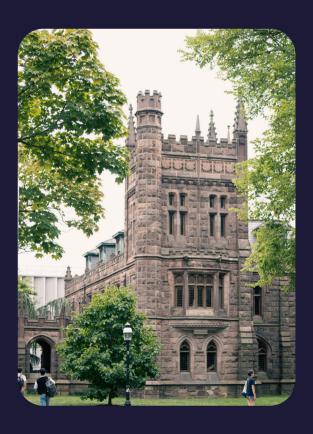| Unprecedented Visiblity | Data-Driven Decisions | Continuous Improvement |

The collaboration between the university and Proven Optics quickly evolved into a long-term partnership focused on continuous improvement. Rather than simply implementing software, Proven Optics worked closely with the university to ensure the ITFM Cost Model addressed their unique needs. **The dashboards provided by Proven Optics gave unprecedented visibility into service costs, empowering leadership with the information they needed to make data-driven decisions.**

PROVEN OPTICS

The Impact of Implementation

The Proven Optics ITFM Cost Model revolutionized how the university managed IT service costs. **With intuitive dashboards, leadership could now effortlessly track costs across departments and services—eliminating the cumbersome manual process.** This newfound visibility not only streamlined operations but also played a key role in shaping discussions around a new operating and funding model.

> "
> # The support went above and beyond my expectations
> – University Team Member

The dashboards have unlocked powerful insights into cost allocation, empowering leadership to make data-driven decisions on funding, KPIs, and success metrics.

As the university upgrades to Proven Optics' latest cost model, they continue to refine their cost management practices. The next phase will dive deeper—analyzing costs by business capabilities and identifying trends for predictive insights.

With this new level of clarity, the university is already making smarter, more strategic decisions about resource allocation, driving meaningful change across the institution.

Conclusion

The university's commitment to continuous optimization and refining its cost model ensures long-term success. They view the ITFM Cost Model not as a one-time project, but as an evolving journey that aligns with their shifting business goals.

To maximize their success, they are also leveraging Proven Optics' BOOST program, which provides tailored support, training, and service hours to help them stay ahead. **The BOOST program ensures that they have access to the resources and expertise needed to fully optimize the model, address new challenges, and enhance their cost management practices.**

With ongoing model updates, and a focus on adapting to new business needs, the university is well-positioned to **achieve greater financial transparency, supporting operational efficiency, and success in the future.**

Why Proven Optics?

Proven Optics leads IT Financial Management with SaaS solutions that automate TBM, budgeting, and billing for public and private sectors. As an Elite ServiceNow partner backed by ServiceNow Ventures, we are a two-time Americas App Development Platform Partner of the Year. With 20+ years of industry experience, we help IT organizations modernize financial processes and demonstrate their value.

Contact: Nick Reade
nick.reade@provenoptics.com

PROVEN OPTICS