

A State Agency's IT Financial Transformation with Proven Optics

Real-Time Reporting

Across Rates,
Expenses, & Revenue

90+

Services with
Automated & Simplified
Rate Setting

Integrated Agency Data

Enables Streamlined
& Centralized
Forecasting Cycles

Challenges

A state agency faced mounting complexity in managing IT budgeting and generating rate for over 90 unique IT services that were leveraged across all state agencies. Legacy processes relied on point solutions, spreadsheets, and manual workflows, making it difficult to:

- Set service rates accurately and consistently
- Align expenses (labor and non-labor) to services
- Forecast revenue based on agency commitments

Challenges Continued

Every two years during the biennium planning cycle, agency teams met individually with agencies to review prior year consumption and collaboratively estimate future demand. This process sought to ensure accurate service projections for the next biennium. Once rates were finalized and services were consumed, it became critical—as a cash-based operation—to monitor how each agency was trending against their original service commitments. This too depended on a series of time-consuming interviews and data gathering, creating delays and making it difficult to provide timely, actionable cash flow insights to the CIO and CFO.



The Approach

The state partnered with Proven Optics to implement a unified cost model and budgeting solution on ServiceNow. Before full deployment, the state conducted a paid Proof of Concept (POC) to ensure a smooth transition. After previous inefficiencies with tools like Apptio and reverting to spreadsheets, the state used the POC to confirm Proven Optics met their needs for automation, usability, and scalability.

By budgeting their expenses in the Proven Optics solution, the state agency gained clear visibility into how operational costs, labor, and overhead supported service delivery. Once total expenses per service were defined, agency input was gathered to estimate consumption and drive accurate unit rates.



The Solution

Automated Rate Setting

Enabled automated calculation of service rates across 90+ services, reducing manual errors and increasing consistency.

Integrated Budgeting & Cost Recovery

Budgeting, expense tracking, and billing are tied together, giving teams a complete view or cost recovery and revenue forecasting.

Real-Time Visibility

Delivered real-time dashboards for expenses, service rates, and revenue projections, giving the CIO and finance team visibility into cash flow and financial planning.

Agency Engagement

Allowed agencies to view historical consumption and project future demand directly in the platform, streamlining biennium planning.

Dynamic Financial Mapping

Replaced manual ledger mapping with condition-based automation, freeing up team members for more strategic tasks.



Results & Impact

- Automated and simplified rate setting for 90+ services
- Real-time reporting across rates, expenses, and revenue
- Integrated agency sales projections and commitments, expenses and billing data enabled reliable expense and revenue forecasting
- Streamlined agency collaboration for improved transparency and efficiency

Conclusion

With Proven Optics solutions, this state agency moved from fragmented processes to full-spectrum visibility, faster decisions, and scalability that matches their goals. Proven Optics is proud to support the state in transforming their IT financial management process and preparing for the future of public sector service delivery.