



## YOUR CHALLENGES

A successful IT model is sustainable when it is aligned with the company strategy and where IT is a valuable ally for the business by providing quality services. The sustainable success of the IT model will largely depend on the maturity of the company's IT governance.

In today's business environment, companies are focusing their IT governance to respond to two of their biggest challenges: digital innovation on one hand and returning to the basics with cost effective solutions on the other.

Depending on the maturity of its analytical accounting for IT costs, all IT expenditure is typically not always taken into account nor recharged to the business, making control and cost-effectiveness very challenging.

- “ *Key figures from Crowe's «Digital Business Risks and Challenges» survey:*
- *44% of CIOs don't know the amount of IT costs included in general expenditures.*
  - *60% of CIOs have no IT services catalog.* ”

Source: L'entreprise face à ses enjeux et risques numériques - Crowe Risk Consulting

## Questions for Business Leaders

- What is the real cost of my IT?
- Are my “run” and “build” costs well balanced?
- Are the main components of my IT cost under control?
- Is my control over external suppliers really optimized?
- Is my IT cost reporting efficient?
- Do current dashboards include global and real-time risk indicators?



## INSIGHTS

A lack of efficient governance and IT cost control can often lead to:

- Poor decision making resulting in too many projects, not necessarily aligned with the business strategy,
- An underestimation of IT costs and risks,
- A difficult arbitration between “run” and “build” expenses,
- Dispersed IT costs and lack of control over the business who may buy IT solutions and services without involving the CIO,
- Poor management information for all “make or buy” decisions.

## About Crowe Risk Consulting

More than  
**1,000**  
risk consultants  
globally with one single  
management team

Part of the Crowe  
Horwath International  
network of  
**31,000**  
professionals globally

**Top 7**  
Global Risk  
Consulting firm  
– Gartner 2014

Advisory  
**Firm of the year**  
– International Accounting  
Bulletin (IAB) 2013



## WHAT WE BELIEVE

A structured approach to IT cost analysis will help most companies optimize their investments and expenditures and enhance their control, positioning IT as a business partner.

This can be achieved by:

### **IT expenditure collection and analysis**

#### **Analytical modelling**

Customized analytical accounting should be the result of a model based on the organization and responding to the business, IT and procurement needs.

#### **Business intelligence**

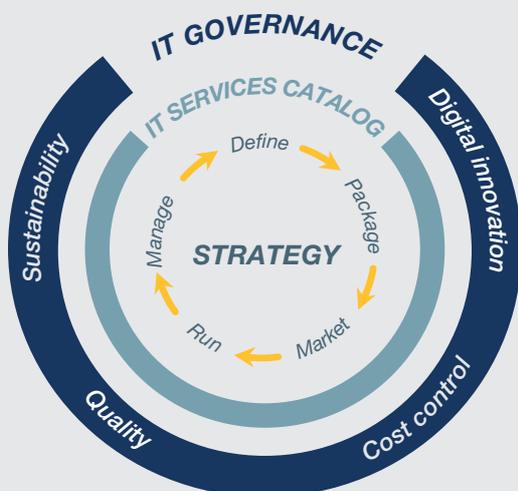
Consolidating and visualizing IT costs helps management monitor and take action on IT cost trends over the years, make decisions between projects or services and establish clear reporting.

#### **Costing**

Determining the right allocation keys and identifying cost drivers using an ABC approach will facilitate reliable cost management.

#### **Re invoicing**

Developing the right services, selecting recharge policies and rules, communicating with end users and setting up an adequate billing tool are key success factors and good practices.



**Crowe Sustainable IT Governance Framework**



## HOW YOU BENEFIT

We help global organizations transform their governance and include risk in their decision-making process. Our solutions include:

### **IT Governance support:**

- IT costing and controlling
- Transformation of the IT function
- IT diagnosis and master planning
- Complex Project Management

### **IT costing and controlling:**

- IT expenditure collection and analysis
  - Application budget and project costs tracking
- Analytical modeling
  - e.g. Printer expenses
- Management and decision making support
- Controlling of program budgets
- Setting up re-invoicing processes

## Contact Information

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