

# IT and Telecom Chargeback and Showback



Chargeback isn't just about cost recovery; it's about changing behavior to become more cost conscience across the organization. It's ensuring you utilize the dollars you have in the best way possible.

## Business Challenge

Trends in IT and Telecom seem to not only evolve but come full circle over the years. At one time we charged back for everything, then we went to a flat rate model, then we to a model where everything comes out of IT's budget. While every model has its pros and cons we have found that chargeback isn't just for cost recovery. Chargeback modifies behavior which helps to reduce your organizations expenses.

I've heard it compared to an 'a la carte' menu versus an 'all you can eat' buffet. At a buffet you tend to grab anything that catches your attention. You don't pay attention to how much you get or the quality. If you take a bite and don't like it, you simply throw it away and get something else. With a la carte menus you are much more purposeful about the selections you make. The quality of the food is more important and you limit your choices and serving size. In the end, you may have fewer items on your plate but you will have the things you really want. You are satisfied, not just full.

That's the way it is with IT services. You are much more efficient and look for better quality when you are paying for what you consume. You are also more concerned with your inventory. Do I already have this? Can I repurpose it from someone who is not using it?

Even if you decide not to charge back for all your services, having the appropriate tools allows you to do Showback. This means you can show your customers what they are costing the organization even if they are not responsible for the costs. Many times, just seeing the costs in black and white promotes more responsible consumption.

## Solution

With shrinking budgets, you must be conscience of every dollar you spend on tools therefore it's important for tools to multiple jobs and to work with other tools in your IT ecosystem.

PCR-360 does just that. It provides the tools to manage multiple aspects of your services, many times replacing other applications saving you not only money but time and resources.

- **Usage Management:** PCR-360 works with all types of usage from call records collected from your switch or vendor files to other utilization-based services such as web services, disk space, printer usage, etc.
- **Service and Work Orders:** PCR-360 includes a very robust order management application. This includes MACD orders for things related to services your customers utilize as well as general order to manage your facilities.
- **Assets and Inventory:** PCR-360 allows you to easily track your items that are in stock and in service. This includes not only physical items but virtual items such as software licenses. Always know what you have and where it is.
- **Infrastructure Tracking:** PCR-360 tracks your inside and outside cable and fiber plant, automatically updated through orders. This significantly enhances your techs ability to do their job more efficiently.
- **Chargeback/Showback:** PCR-360 provides the tools to chargeback (or showback) all the costs associated with usage, orders, inventory, and infrastructure.
- **Expense Management:** It's also important to ensure that your vendors are charging you correctly. PCR-360 can ensure that you are only being charged for the services you have and at the correct rates.

### TO LEARN MORE CONTACT:

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