VMware IT Business Management Suite
Managing the Business of IT

KEY BENEFITS

- Know what you spend – Gain complete, consolidated visibility into IT costs, so that you can manage your IT agenda with deep financial discipline.
- Manage service and performance levels – Monitor and measure cost and performance against SLAs and KPIs across business units, improving engagement with key stakeholders and aligning key tradeoffs with business priorities.
- Optimize vendor relationships – Understand and manage costs and performance around vendor relationships to manage and mitigate risks.

VMware's complimentary modules resolve ITBM challenges

What Is VMware IT Business Management Suite?

VMware IT Business Management Suite is based on the next generation of technology from Digital Fuel, the inventor of IT Financial Management, acquired by VMware in June 2011. VMware has integrated its industry-leading virtualization and cloud infrastructure technology with Digital Fuel's pioneering IT business management technology to create a broad folio encompassing

- VMware IT Finance Manager
- VMware IT Service Level Manager™
- VMware IT Vendor Manager

How Is VMware IT Business Management Suite Used?

Today's leading IT organizations are using VMware IT Business Management Suite to
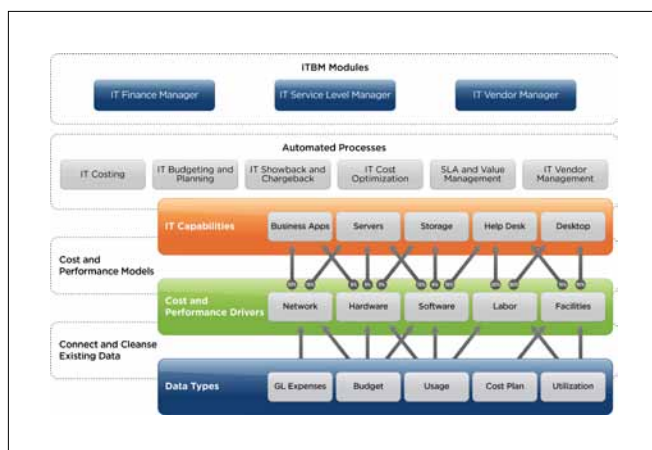
- Work with business stakeholders to identify end-of-life, redundant or low-value applications
- Develop service options that enable value tradeoffs by connecting service levels to costs
- Proactively drive IT cost reduction with increasing IT value
- Enable full chargeback capabilities that give business stakeholders control of IT value
- Gain more value from strategic vendor relationships with a shared view of performance

Key Components

VMware IT Finance Manager automates the core financial processes needed to easily plan, charge and optimize the cost and value of IT. With its intuitive visual interface, automated data association and mapping engine—combined with prebuilt workflows, cost models, reports and dashboards—it delivers dramatically lower cost of ownership and risk than any other approach.

With VMware IT Finance Manager, organizations can

- Analyze the business of IT anytime, anywhere
- Enable detailed cost visibility through IT cost models
- Justify and control IT spending by tracking the TCO for all IT services
- Improve cost efficiency by calculating and tracking the unit cost of all IT services
- Gain predictability in IT spending with demand-based and goal-based budgeting and planning
- Optimize IT costs by running accurate "what if" analyses

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- Empower all business units to prevent waste with detailed IT bills
- Comply with taxation, regulatory and margin needs through usage-based cost allocation

VMware vCenter Chargeback Manager™, available separately or with IT Finance Manager, enables administrators to deliver IT as a service with a simple, flexible and accurate chargeback model. Using VMware vCenter Chargeback Manager, administrators can

- **Create customized cost models and metrics to suit organizational needs** – Flexible cost models allow IT to measure fixed costs, allocated costs, actual utilization or a mix of all three, tracking costs by business unit or group.
- **Gain accurate visibility into virtualization costs** – VMware vCenter Chargeback Manager captures accurate cost metrics for virtual environments, giving you insight into the true costs of provisioned systems. VMware vCenter Chargeback Manager takes into account many different factors, ranging from hardware costs (CPU, memory, storage, etc.) to additional elements such as power and cooling.
- **Enable the delivery of IT as a service** – VMware vCenter Chargeback Manager provides a charging foundation for enabling cloud computing. Using the product along with a self-service catalog, business owners can now have complete transparency and accountability for the services they are consuming.
- **Manage costs for integrated operations** – VMware vCenter Chargeback Manager provides decision support using cost information to better manage and optimize resources and enable operations managers to justify, plan and budget.

VMware IT Service Level Manager is an integrated solution with all the process capabilities enterprises require to ensure that IT services perform well. End users consume services and request support through the easy-to-navigate service catalog. IT administrators provision and automate these services using a powerful workflow engine.

VMware IT Service Level Manager is designed with the IT practitioner and user in mind. It has an intuitive interface that accelerates task completion, so problems are resolved quickly, services are optimized, and IT performance improves. With Service Level Manager you can

- Simplify cloud requests
- Make it easier for end users to get the services they need
- Deliver higher-performing infrastructure and applications
- Respond more quickly to changing business requirements

VMware IT Vendor Manager provides a control mechanism for vendor agreements, enabling you to proactively govern contractual commitments. It offers detailed visibility into continual vendor charges by automatically tracking, managing and validating invoices as well as credits and earnbacks while mapping to vendor performance and value delivered.

With VMware IT Vendor Manager you can easily compare vendors and options to find the most cost-effective solution for your company. You are able to compile the right financial information quickly, while saving time and avoiding errors and omissions that can occur with manual processes and spreadsheets. With this trusted source of information, you cultivate a collaborative relationship in which both parties win by

- Reducing the cost of manual, error-prone efforts
- Lowering IT spending by identifying the best cost/value alternatives
- Improving quality of services
- Reducing overspending with smart governance and contract management

Find Out More

VMware IT Business Management Suite simplifies cloud management through the lens of business. By providing a common language for IT and business stakeholders, it creates transparency and trust in IT innovation.

For more information, including case studies on how other IT organizations have approached IT business management, as well as reports from Gartner and Forrester, visit www.vmware.com.

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