Managers get better visibility to control demand and reduce overall spending

PPG Industries enables its IT and business managers to see the information needed to effectively understand and control consumption with Upland's ComSci.

Business Needs

With technology playing a vital role in business operations, PPG's infrastructure group wanted to get a better handle on technology costs and how technology products and services were being consumed by internal business units to ensure it was providing the most cost-effective and value-added services. While PPG had a chargeback system in place, it was internally developed and offered limited visibility of what made up IT costs, not showing how technology was being consumed by users, business units or departments. This prevented PPG's businesses from having accurate data for informed decision-making.

The Solution

ComSci
by upland

PPG implemented Upland's ComSci IT Financial Management (ITFM) application to better understand who is consuming what technology service and its impact on the business, and to identify opportunities for cost control or containment.

Benefits

- Through ComSci's Bill of IT, PPG created a unified, global chargeback process with accurate snapshots of technology investments, enabling the IT function and its customers to track spending and analyze how technology is used by departments, business units, users or employees.

- Demand-based budgeting and forecasting capabilities provided users with more accurate insight and "what-if" capabilities, enabling managers to forecast spend, control demand and prioritize IT investments.

- ComSci's analytics and reporting module delivered visibility of the details behind monthly financials and budget variances, allowing PPG to increase awareness of technology costs, modify consumption behavior and gain a holistic view of its IT products and services.

PPG Industries
Bringing innovation to the surface.™

PPG Industries in Pittsburgh, PA helps customers in industrial, transportation, consumer products, and construction markets and aftermarkets to enhance more surfaces in more ways. PPG operates in nearly 70 countries around the world.

INDUSTRY: Glass / Chemical

HEADQUARTERS: United States

EMPLOYEES: 38,300

WEBSITE: ppg.com

"The accuracy of our data is now much greater, primarily because of the enhanced visibility provided within the ComSci solution. This allows each department to analyze its utilization of services and track its intranet budget. Better visibility also enables managers to control demand, which has resulted in reduced overall spend."

— **Denise Vay,** *Senior IT Manager of Financial Services*, **PPG Industries**

Paving the way for better visibility

Recognizing that you can only manage what you can see, PPG sought to replace its internally developed legacy system with a hosted solution to put more rigor around IT financial management.

Maintaining the legacy system was costly and limited PPG's ability to provide customers with insight regarding their IT charges, and the infrastructure group spent time gathering information rather than focusing on strategic, value-added activities.

"Working with ComSci has been a great experience. ComSci delivered a complete solution for our internal customers."

— **Denise Vay,** *Senior IT Manager of Financial Services*, **PPG Industries**

By selecting ComSci's ITFM application, PPG was able to better understand who is consuming what technology service and its impact on the business, and to identify opportunities for cost control or containment.

"The goal wasn't to drive costs out of the business, but to better understand how IT products and services were being used in the business and to ensure we were investing in the right technology to advance business goals," said Denise Vay, PPG Senior IT Manager of Financial Services. "We evaluated each of the top vendors, but ComSci was the only one that met our requirement of providing a fully hosted production chargeback system."

"In addition to using ComSci's SaaS-based solution, we also use its Business Process as a Service (BPaaS) offering to manage the process of data aggregation for our monthly IT service billing and reporting production cycle," Vay added.

"This enables us to spend less time processing data and more time analyzing and using the data to assess different financial scenarios."

PPG implemented three ComSci modules — Bill of IT, Demand Management, and Analytics and Reporting — to improve its IT financial management processes. The modules provide PPG IT and business managers with information necessary to effectively understand and control consumption.

Tracking spending, validating charges and changing consumption behavior

Vay noted that the system is intuitive, easy to use and enables business and IT managers to view monthly charges via a dashboard set up with each department's account. This simplifies the viewing and understanding of technology charges, improving the ability to track spending and validate user and other IT charges.

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PPG's infrastructure teams can now monitor internal consumption of IT services for better accuracy and to ensure they are providing the most cost-effective services. Managers can see services they are being charged for and eliminate services they are no longer using, such as paying mobility costs for an employee who has left the company.

About ComSci

Upland's ComSci is a cloud-based IT Financial Management (ITFM) application that helps organizations manage and communicate the cost, quality and value of the services they deliver to the enterprise. By bringing performance and financial management practices to shared services organizations like IT, ComSci drives business alignment, enables IT transparency and promotes innovation.

The Upland Product Family

Upland's family of cloud-based enterprise work management software helps every team in your organization do their best work. See what you can do with Upland. Contact us at 855-944-7526 or info@uplandsoftware.com.

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