



Global Banking Provider

Detailed IT Infrastructure Budget, Planning and Monitoring process standardised and automated across Europe and Australia. Understand impact and plan for main data centre exits for 'Cloud First'.

Key Objectives

- Standardize/automate Budget creation
- Detailed understanding of service budget
- Create consistent global reporting platform
- Long term planning support
- Cost details of data centre exit
- Create leadership awareness
- Uncover cost of legacy debt

Worldwide Presence Requires Defensible Service Budget

Rabobank is a global banking provider focussed on Europe, North America and Australasia. They have multiple regional data centres and a mature IT services based philosophy for delivering infrastructure capability worldwide.

With a successful European focussed pilot of a TBM based budget creation capability completed with Apptio, the requirement was to bring this to full production and extend throughout the globe using defensible, very detailed infrastructure cost and consumption modelling.

As a secondary objective Rabobank had begun planning for data centre exits in order to support a Cloud First strategy. What wasn't clear was the impact on legacy technical debt from hardware and operational teams or the cost profile over this multi-year program.

Rabobank selects It's Value to Redesign and Implement the Global Solution for Budget Creation

The priority for the Rabobank IT team was to refresh, productionise and rollout globally the detailed budget creation capability. During that, also extend to allow for on-going budget & plan management and review to allow monthly operational data to guide adherence and deviation from the plan.

A subsequent objective was to provide a comprehensive cost planning capability to support the Cloud First strategy that lead to a massive data centre exit program.

Rabobank chose to partner with It's Value to design and implement the Apptio SaaS solution for the global budgeting and Cloud First support processes.

Industry Banking

Geographies Europe, US and Australia

Employees 43,000+

Challenges IT Planning process:

- Offices globally
- Highly manual
- Time consuming
- Error prone

Challenges Cloud First:

- Huge infrastructure
- Cost profile
- Unknown Legacy Technical Debt

Solutions:

- Apptio Cost Transparency
- Apptio IT Planning

Results Budget process:

- Detailed, defensible budget creation for upcoming year
- Integrated, detailed planning and growth modelling at service and infrastructure

Results Cloud First:

- Insightful savings profiles
- Exec level defensible plans
- Identification of long-term cost of legacy debt
- Process automated
- Excel replaced

Budget and planning process automated and improved

The primary goal of the redesign and extension of the Apptio Cost Transparency European pilot was to standardise the capability and integrate the more diverse infrastructure delivery from around the globe.

The detailed calculation of next year's budget and impact on infrastructure consumers is completely automated in Apptio, providing comprehensive insight into the make-up of service costs and the planned movement in demand.

The IT Planning module supports the cost and demand Planning, and Cost Transparency delivers the Rate calculation and all the (specific) reporting around demand, costs and P&L per location.

The implementation realised three main deliverables:

- Standardisation: There is now a TBM compliant infrastructure services model that integrates all infrastructure delivery globally
- Platform for the Future: Original capability now extended to support monthly review and replanning rather than a once-a-year static calculation
- Long Term Versatility: By rearchitecting and standardising the model, it is proving a valuable platform for supporting new use cases

Cloud First Planning Support Automated

Initial support to the data centre exit team was a hugely manual, excel driven prototype for one application to define the parameters of the technical debt reduction calculations.

The Cloud First team required support in the long term planning (5+ years) of the cost profile of the data centre exits for business case and expectation management.

Apptio Cost Transparency was used to add additional capability to the infrastructure modelling to provide:

- Integrated long range cost profiles driven by the Cloud First teams' own plans,
- Automated planning outcomes for the complete Application portfolio,
- Analytic possibilities on the forecasting outcome reports.



“ **Our IT Services Budget and Plan process takes significantly less time and has a more detailed output. The Cloud first exercise is automated and on all applications. All delivered by It's Value based on the Apptio SaaS.** ”

Sandor Welfing,
IT-Finance manager
Rabobank

It's Value is the European number one Technology Business Management (TBM) and Apptio partner. Interested in knowing more about what It's Value can offer you in IT-Finance process automation and cost savings? Visit us at www.itsvalue.com

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