



# FROM PLATFORM SWITCH TO ITFM MATURITY

A CASE STUDY FEATURING LAND O'LAKES

If you are not getting what you expect and need out of your IT Financial Management software, you are not alone! Many companies struggle to get past the initial software setup to truly understand the data the software delivers and to then effectively articulate the value of IT investments to stakeholders.

This case study presents how Land O'Lakes, a multi-billion dollar food and agricultural cooperative, worked with Management Consulting and Services firm, Proven IT Finance, and software vendor, ServiceNow, to enable more informed decision-making around IT investments based on trusted data and flexible scenario analyses.

## LAND O'LAKES WAS NOT DERIVING THE VALUE IT EXPECTED OUT OF ITS ITFM PRACTICE AND SOLUTION.

### THE CHALLENGE

Land O'Lakes ITFM system was highly complex. It was difficult to make changes to business logic.

### THE IMPACT

Land O'Lakes had to rely heavily on vendor resources to produce reporting. This dependency resulted in additional costs and extended the time required for getting the reporting Land O'Lakes needed.

### THE CHALLENGE

Land O'Lakes needed to run the cost models separately to do scenario analysis and planning. The initial platform did not support this requirement.

### THE IMPACT

The ability to run scenario analyses allows Land O'Lakes to see how investments made in one area may effect business decisions and expected results elsewhere.

### THE CHALLENGE

The ITFM solution that Land O'Lakes was working with was being divested by its parent company and was being acquired by a private equity firm.

### THE IMPACT

The change in ownership and leadership caused concern for Land O'Lakes as the company was unsure of future investment in the solution and what ongoing support might look like.

## WHY DID LAND O'LAKES CHOOSE SERVICENOW?

Land O'Lakes made a strategic decision to build a long-term relationship with ServiceNow. The plan was to utilize ServiceNow's applications, including the IT Financial Management module. Land O'Lakes expected to achieve the following benefits with the new software:

### THE BENEFIT

Streamlined Data Integration

### THE DETAILS

All of Land O'Lakes' CMDB data was housed in ServiceNow to begin with, making full integration seamless.

### THE BENEFIT

Cost-Effectiveness

### THE DETAILS

Land O'Lakes was able to more fully leverage its investment in ServiceNow, and achieve an uplift in their ITFM capabilities using the ServiceNow Financial Management module.

ServiceNow recommended that Land O'Lakes work with Management Consulting and Services firm, Proven IT Finance, because of its extensive experience with both the ServiceNow Financial Management module, as well as the platform formerly used by Land O'Lakes.

ServiceNow was confident Proven IT Finance could meet Land O'Lakes' request to *forklift* their current ITFM functionality into the ServiceNow Financial Management module. Through validating Proven IT Finance's credentials as experts in IT Finance, Land O'Lakes trusted their ability to deliver.

## ENTER PROVEN IT FINANCE



Easier data retrieval and validation through the seamless integration of the configuration management database (CMDB) and the IT Financial Management platform.

ARTICULATING THE TRUE VALUE OF IT CAN BE DIFFICULT, ESPECIALLY WHEN YOU ARE NOT EQUIPPED WITH THE RIGHT TOOLS.



Improved and more insightful decision support capabilities through more robust cost-modeling that enables richer scenario analyses.

Having successfully migrated to ServiceNow Financial Management, Proven IT Finance's delivery also provided the following benefits:



Trusted data has enabled improved allocation accuracy.

## READY TO BETTER UNDERSTAND THE VALUE OF IT?

If you want to start making better technology investment decisions, support business growth, reduce IT costs where it makes sense, and discover the true value of IT— *set up a call with us today!*

Contact us at [learnmore@provenitfinance.com](mailto:learnmore@provenitfinance.com)