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# Customer case study



**OGD ACHIEVES  
EFFICIENCY,  
PROFORMA INVOICING  
AND GREATER CLOUD  
COST AWARENESS BY  
USING C-FACTS**



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OGD was looking for a cloud cost management solution. Through two Proof of Concepts, OGD tested whether C-Facts solves their business issues. This customer case describes OGD's business issues, approach, results and experiences.

### **About OGD**

OGD is a full-service ICT service provider focusing on companies' digital transformation while putting the experience at the centre. In doing so, OGD includes all facets and employees of an organisation in the transformation, from the front desk to the boardroom. Founded on the vision that ICT can change the world, OGD aims to make organisations happier and more successful with ICT. ICT should work for employees rather than the other way around. OGD aims for every employee to enjoy working and for organisations to progress effectively. OGD provides services in digital transformation, digital workplace, training and support and (interim) professionals.

### **About C-Facts**

C-Facts is the best-of-breed multi-cloud cost management solution for enterprises and MSPs. C-Facts is founded on the idea that organisations should focus on the business value of the cloud, namely innovation. And not "too much" on peripheral issues such as cloud cost management.

The C-Facts SAAS solution provides insights into cloud costs from a business perspective. C-Facts specialises in (multi) cloud cost management.

# EXPERIENCE OF OGD



*"This was one of the most rapid software implementations and adoptions. C-Facts sells itself."*

Jacob Poot - Manager Internal ICT

Traditional cloud cost management solutions reflect the IT set-up. They lack insight from a business perspective. With C-Facts, we have insights from a business perspective, namely cloud costs per business unit.

"Changes could be requested and implemented quickly", says Jacob.

Communication and cooperation were fast, precise and fun. C-Facts stood out as suppliers usually provide little or no response to a change request, let alone quick implementation.

# ISSUES

OGD wanted the following two business issues resolved.

**1**

## **Allocation and cross-charging cloud costs internally**

OGD has several business units, data centres and public cloud solutions. Within the current Azure environments, OGD wants to do cloud cost management and, among other things, cross-charge cloud costs.

**2**

## **Increasing efficiency of charging and invoicing cloud costs externally**

For external charging and billing cloud costs, OGD uses a homemade tool that is very labour-intensive to manage and develop. OGD does not want to develop extensive financial tooling in-house, so it is looking for another solution.

# APPROACH

## Validate the business cases

Two Proof of Concepts (POCs) were set up within C-Facts to test the above use cases. The following success factors were set to validate the business cases.

POC1	POC2
<ul style="list-style-type: none"><li>• A C-Facts environment that provides a transparent view of the Microsoft licences and Azure spend for three chosen business units.</li></ul>	<ul style="list-style-type: none"><li>• Set up C-Facts for one of the clients, where the Microsoft licences and Azure spend are insightful and are unlocked via dashboards.</li><li>• A proforma invoice that properly reflects the Microsoft products and matches OGD's system.</li></ul>

Only two connections were needed to be established, one between C-Facts and OGD's Azure environment and one with the partner portal. This took only half an hour per connection, says Jacob.

OGD was then able to allocate the cloud costs quickly, as the mapping of costs to business units had been done beforehand.

Both POCs were completed successfully, after which OGD proceeded to implement C-Facts.

# RESULTS

OGD has been operational with C-Facts for several months and is seeing the below results.

## **1** **Charge cloud costs internally**

OGD can now charge cloud costs efficiently to the internal business units that use them. This provides more accurate financial figures, efficiency and greater cost awareness among the business units and teams. Efficiency is achieved because the business can now allocate cloud costs without needing an IT person. Cloud costs are no longer an IT issue but a business unit issue.

## **2** **Reduce => 0.8 FTE on self-made solution**

OGD's self-made external charging and billing solution can be partially phased out. This is already saving at least 0.8 FTE out of a total of 2 FTE. However, Jacob expects a total saving of 1.4 FTE. Among other things, C-Facts unburdens OGD by resolving Azure changes in product specifications within their environment. These kinds of changes take place regularly, says Jacob.

## **3** **Efficient proforma invoicing**

Proforma invoices can be made much more efficient and transparent. C-Facts categorises the proforma invoices into product categories instead of the thousands of individual lines on the public cloud provider's invoice.

## **4** **Get insights more efficient**

OGD can more efficiently arrive at different insights through rich, intuitive, specific dashboards and charts. For example, finance and the various business units all have their own dashboards and can manage their cloud costs throughout the month. OGD expects that with C-Facts, various cost savings on cloud resources will now be implemented at the request of the business units.

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### **Next steps**

C-Facts will be further rolled out within OGD. All Service Managers will use C-Facts for cloud cost management and preparing proforma invoices.

After the initial good experience with Azure, OGD will soon start managing the cloud cost from AWS, using C-Facts.

**CONTINUED**

*"This is one of the most successful projects I am currently running. It works so simply and easily. This runs so fast, and there was so much need for this internally. You solve a huge business issue. I am more than satisfied."*

Jacob Poot - Manager Internal ICT

We would like to thank the people and parties below for their dedication and efforts for this successful customer case study of OGD.

## **OGD**

Jacob Poot  
Josephine Bosman  
Ted de Vries

## **C-Facts**

Bianca de Weerd  
Jordi Querner  
Barry Brandenburg  
Martijn van Zoeren

**We thank you for your continued efforts to add value for OGD.**

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**Request your  
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**ACKNOWLEDGEMENTS**