



State of Oregon Case Study

How BluLogix solved one state's chargeback and bill-back issues, saved them thousands of annual man-hours, and improved its ability to validate and pay vendors.

About the Customer

The State of Oregon, Office of the Chief Information Officer, Enterprise Information Service (EIS), Data Center Services (DCS). The State of Oregon Data Center Service (DCS) was created in 2006 by Agency directors and Chief Information Officers (CIOs) to leverage computing and network infrastructure technology across the State using a shared service model. DCS provides a full suite of managed computing services, storage, network services, and backup services. DCS provides services to 94 State Agencies and invoiced \$74,246,645 in services delivered during the 2019 FY.

Goals

The State of Oregon needed a software solution that:



Automated consumption of usage data from external systems and cloud service providers.



Either applied a charge to these services or to pass-through a vendor charge.



Addressed the need to automate the invoicing process to the disparate agencies.



Provided visibility to agencies via an agency portal for invoice validation and approval.



Enabled the transfer of invoice approval to accounts payable.

Challenges

The software used to generate invoices was no longer being supported by the manufacturer. Additional in-house software built on SQL was no longer scalable or reliable. The movement of data between legacy systems was a manual process. The increased use of cloud services by agencies has made these systems and processes obsolete without the ability to scale.

Key Outcomes

BluLogix provided their BluIQ™ Public Sector Bill-back/Charge-back solution that:



Supports billing all of DCS services including the billing of labor, backup, colocation, mainframe, midrange, and x86 compute, storage, enterprise email, mail hub, network, and pass-through of software renewals, voice, and other services on a dollar for dollar basis.



Collects billing data, at least monthly, from DCS' Information Technology Service Management (ITSM) system.



Collects billing data from cloud service providers, and allows for billing customers based on a percentage of usage or a fee for use.



Loads and allows the reconciliation of usage data, providing management features for the rates to be charged for each service.



Allows for customization of invoices to meet regulatory and policy requirements.



Presents bills to DCS customers for them to process for payment.



Supports billing issue resolution.



Exports a summary of the invoice details into a flat file, for consumption/intake by the State's financial accounting system (SFMA) for the creation of accounts receivable (on the DCS side) and accounts payable (on the customer side).



Provides similar functionality to the processes used in the collection, normalization and data validation.

▶ **With the BluIQ™ solution, BluLogix was able to solve Oregon's chargeback and bill-back issues, saving them thousands of man-hours per year, eliminated invoice errors for agencies, accelerated invoices to agencies for charge approval and ultimately improved its ability to validate and pay vendors on a timely basis.**

Summary



Key Outcomes

- Automated billing processes
- Eliminated invoice errors
- Accelerated invoicing
- Improved validation and vendor payment timeliness
- Saved thousands of man-hours



Industry

Public Sector



BluLogix Solution

BluIQ™

Let's talk revenue

We'll go over your business case and customize a platform overview tailored to specific to your requirements and needs.

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