Expense management software & services for IT heroes

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IT teams are our unsung heroes

We think it's time to sing. We help the rest of your company recognize IT as the rockstars you are. With brightfin by your side, you'll always:

- *Be secure that your expense data is accurate and up-to-date*
- *Get help quickly from a team of experts*
- *Optimize IT costs and improve workflows*

brightfin

Finally, a TEM + ITFM partner that doesn't suck

We understand the pain of working with lackluster TEM or ITFM partners. And let's face it, the traditional TEM model sucks. Systems are cobbled together, people don't do what they say they will, SLAs are rarely met, and you can't get answers when you need them. **Not with brightfin.**

- *One singular platform for mobile, fixed, and cloud expenses*
- *Expert advice the moment you need it*
- *SLAs achieved*
- *Natively integrated with ServiceNow*

Traditional TEM provider

"Please hold your important expense question for someone who will hopefully call you back at some point."

No more painful TEM migrations

The average IT team changes TEM providers **every 2-3 years**. That's a painful process to go through.

The brightfin platform has a **99% retention rate**, which means you won't have to go through another painful switch any time soon.

Also, you can start using our platform without paying a dime until your existing TEM contract ends.

Let's talk

Expert guidance. Fast.

Consider us your IT expense management guide. We're here to make expense management effortless while showing the rest of your company the true value that IT provides.

- *Answers to your questions by our team of mobile, fixed, and cloud experts*
- *Easy expense allocation by department, initiative, location, and more.*
- *Simple self-service portals your team will love*
- *Reliable Services as an extension of your internal team*

★★★★★

"Constant availability. I can always count on brightfin to be there when I need them. It didn't take long before I was on a first name basis with many of the helpdesk personnel. We also have a very helpful account manager and I know I can count on her to resolve any issue or to answer any questions I have."

Anonymous Hero's G2 Review

Mobile + fixed + cloud

As companies grow, so do the amount of mobile devices, fixed line costs, and cloud expenses. IT teams with full transparency over their IT expense ecosystem are able to optimize costs and deploy more resources to strategic technology initiatives.

brightfin's software easily identifies carrier cost savings, provides automations for more efficient workflows, and empowers you with IT expense transparency through actionable dashboards.

Services + guidance to make you look good

- Unified endpoint management
- Lifecycle management
- Bill pay
- Procurement
- Professional services
- Expert guidance at all times

Built on now.

Our native ServiceNow integration makes allocations, workflows and self-service portals easy. If you don't want to deploy brightfin on your ServiceNow instance, don't worry - you can still reap the benefits.

How it works

1 Get it touch with us for a quick demo.

2 Choose your deployment model. If you want to natively integrate your expenses with ServiceNow data for easy allocations, great. If you'd prefer a standalone platform, that's cool too.

3 Long before your existing TEM contract ends, we'll load all of your invoice data into our platform so you can get up-to-speed before your current contract expires.

4 We'll help you set up your self-service portal according to your team's policies for ordering, changing plans, delivery, app configuration, and more.

5 Start rocking and rolling like the IT hero you are.

Flexible deployment models

brightfin is the only technology expense management solution that is Built on Now. This means that the entirety of our applications reside and operate within ServiceNow giving you many advantages over legacy TEMs with siloed platforms. **The best part** - you don't need to use ServiceNow or deploy brightfin on your ServiceNow instance to reap the benefits:

- *Fast implementations*
- *Unified user experiences*
- *Centralized asset management*
- *Flexibility and control*
- *Streamlined workflows*
- *No integration issues, offline issues, or processing errors*

"An integration that relies on an external service may go offline if that service is down. Or, a custom application may be processing some data externally to ServiceNow and then bringing that data into ServiceNow subsequent to that processing - if that external processing has an error, goes offline, or is impacted by a different process the ServiceNow user may be in the dark as to what has happened. With BuiltOnNow applications, these problems are not possible, as the primary business logic, functionality and user experience is driven through the Now Platform."

David Gatley,
Global Lead ISV Advisory Solutions Architect, ServiceNow
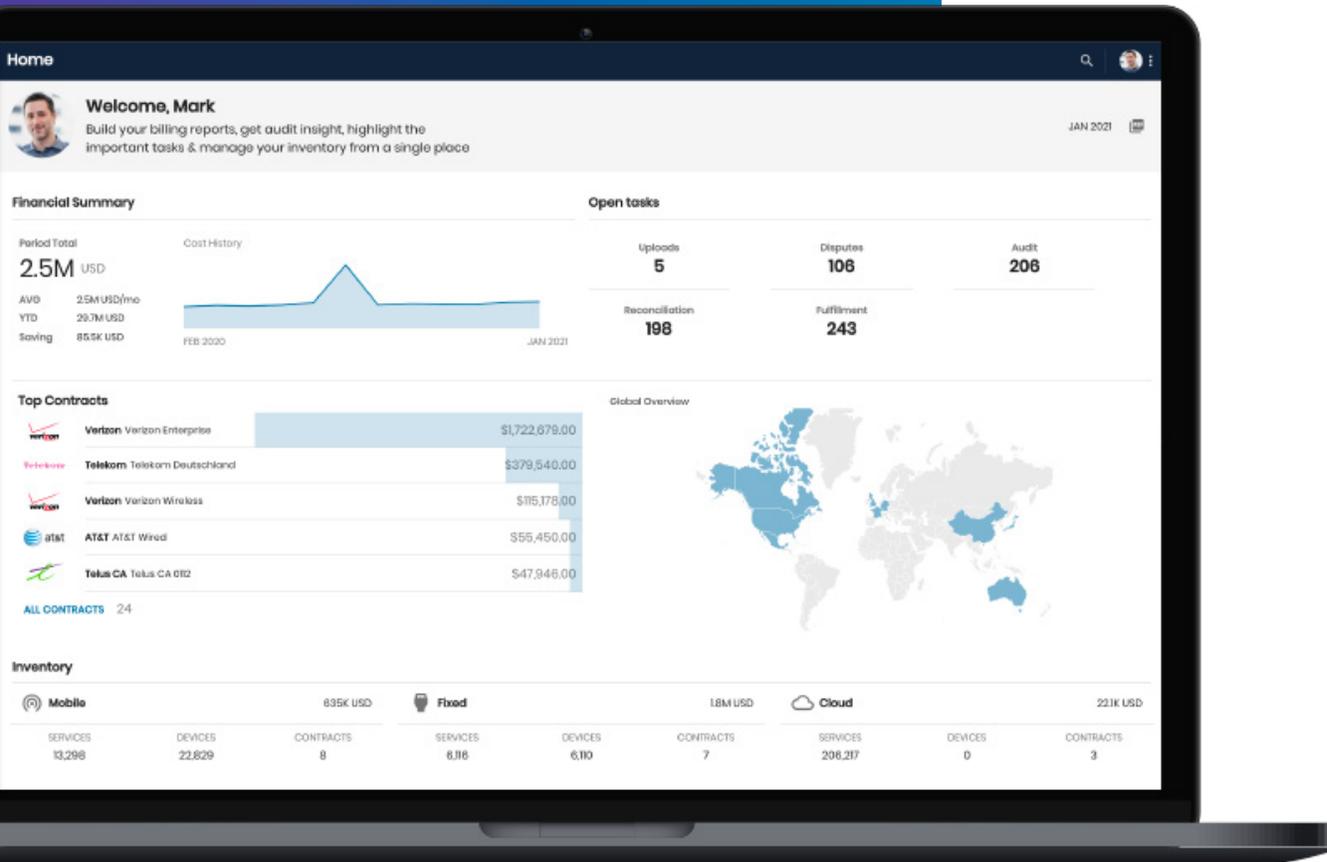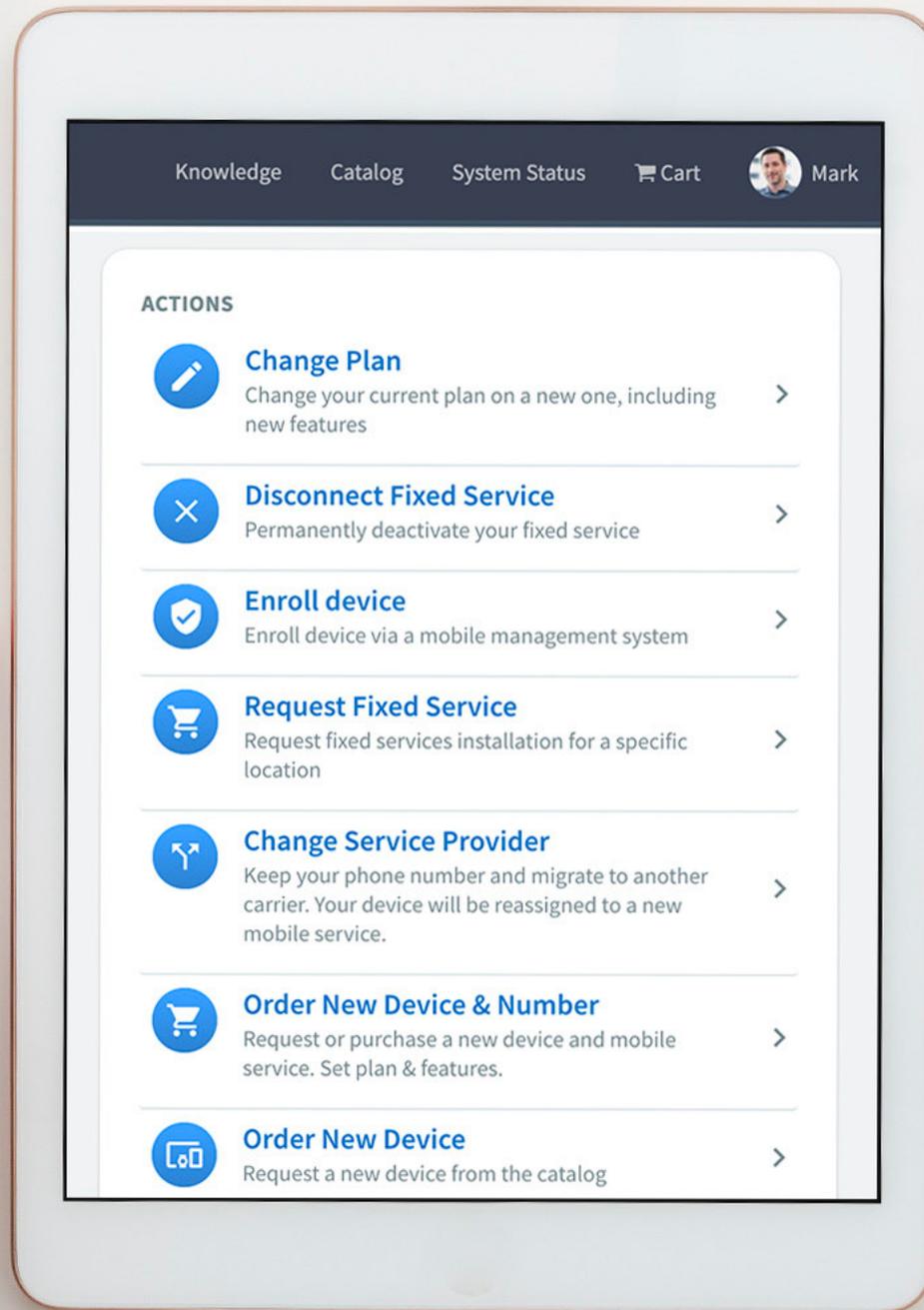
A self-service experience your team will LOVE

When a team member needs help with their mobile device, we help you deliver an experience they'll rave about.

Simple, easy-to-use self-service portals right inside of the ITSM they're already accustom to using, which means no extra training is required.

New orders, upgrades, plan changes, and more – all with configurable rules according to your policies.

Let's talk

Creating IT heroes across all industries

Healthcare

- *Reduced carrier costs by 25%*
- *Shortened the IT onboarding process at a leading hospital from 23 hours to 1 hour*

Law Practice

- *Saved $360K in annual costs*
- *80% reduction in IT's time managing mobile devices*

Oil & Gas

- *Found $97k in erroneous billings with a single carrier*
- *17% spend reduction per line in less than 6 months*

Technology

- *7-year relationship managing $30M in IT expenses*
- *$3M in savings*

Construction

- *Saved $384k in hard costs as they grew from 500-1K devices*
- *Saved 140 hours of IT's time with our lifecycle management services*

Check out our case studies at brightfin.com in the "resources" section
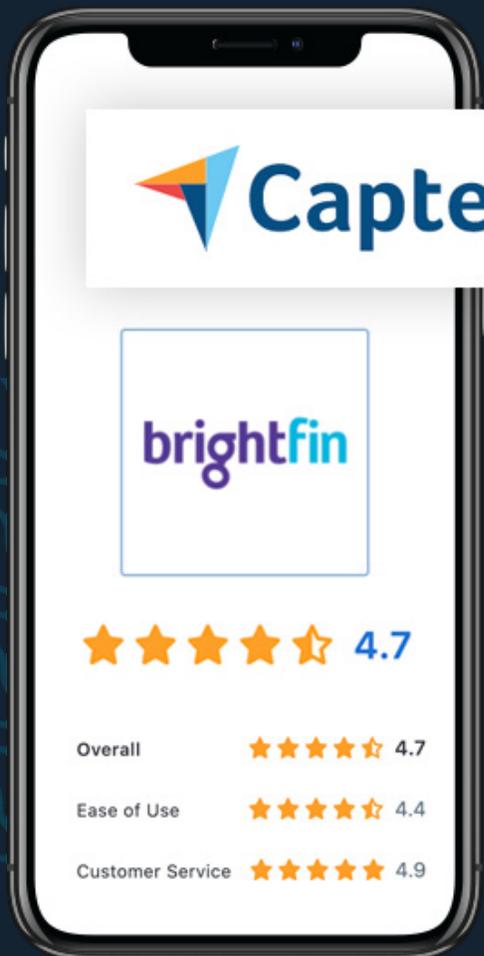
"brightfin and ServiceNow gave us complete expense transparency, allowing us to streamline internal tasks and shut down several legacy systems to substantially reduce operating costs."

SIEMENS

Dr. Matthias Egelhaaf
IT Services Director

Our pledge to you

1 We know switching TEM providers is not fun. The good news is that 99% of brightfin customers stick with us year-over-year, so this will very likely be the last move you need to make.

2 We'll onboard you during your current TEM contract so you can use our platform without having to pay for two systems at once.

3 We'll go above and beyond to find wasted or misused spend to help you continue to save money year-over-year.

4 Unlike other TEMs, we'll be transparent with our bill pay rebates and pass the savings along to you.

5 We're here when you need us. Check out what our clients say about our expert advice and guidance.
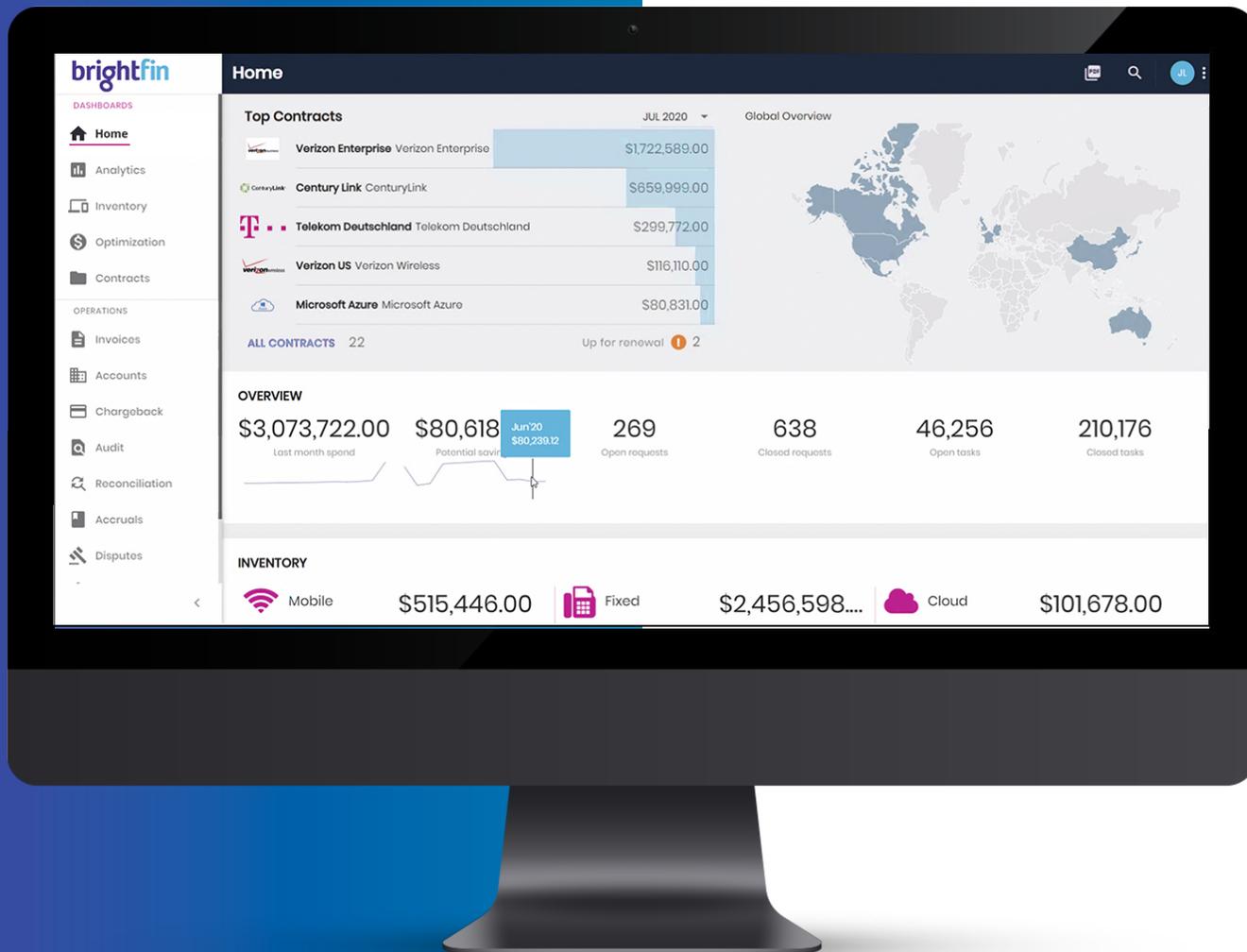
Intrigued?

Let us know. We promise to be passionate...not pushy :)

Let's talk