OneView® Case Study

The Smarter Way To Govern IT Costs At Scale

How a leading retailer eliminated manual risk, recovered millions and scaled IT finance operations with **OneView® + 1Nebula® Managed Services**

Value At a Glance

R3 million	10-45 minutes	Real-time	Team-wide	Modular
recovered in the first quarter	to generate reports that previously took days to weeks	control over mobile usage and overspend	visibility replacing one-person dependency	governance across IT expense, mobile and network costs

Customer Snapshot

Customer	Enterprise Retailer
Industry	Retail
Stores	2,229+
Employees	90k
Implemented Solution	**OneView®** IT Expense & Cost Allocation, Mobile Expense Management, Network Expense Management + Governance Layer
Services	1Nebula® Managed Services
Integrations	ERP system, Microsoft Azure
Primary Use Cases	IT cost allocation, mobile cost control, network visibility, process automation

Core Story

The retailer had mature financial reporting and vendor processes, but growing ICT complexity created pressure around reporting speed, mobile spend control and operational continuity. **OneView®** helped move the organisation from assumed control to scalable IT cost governance.

The Smarter Way in Action

1 Discover

Surface-level control doesn't always equal real visibility.

The retailer's IT finance team had established strong financial reporting systems and vendor processes. But as the environment grew more complex, challenges around continuity, reporting speed and mobile spend control began to emerge.

Through **OneView®'s** guided discovery process, we surfaced key areas for improvement:

- Manual invoice processing across dozens of IT vendors
- Days required to generate monthly reports
- Key financial processes dependent on a single individual
- Mobile overspend with no real-time controls

Even with mature systems in place, the complexity of modern ICT environments exposed the limits of traditional financial processes.

2 Diagnose

A presenting challenge often leads to deeper insight.

While mobile overspend was the original concern, **OneView®'s** diagnostic process revealed broader opportunities to strengthen cost governance and IT financial operations.

We uncovered operational inefficiencies such as:

- Disconnected invoice workflows
- Inconsistent cost allocation logic
- Under-utilised ERP integration
- No alerting or enforcement for mobile usage policies

"Before OneView®, if I wasn't at work, nobody could do my job."
- Anna Jordaan, Accountant

This wasn't just about cost recovery. It was about reducing dependency and improving control across systems.

3 Align

We didn't just deploy software. We matched OneView® modules to the retailer's real-world complexity.

Using **OneView®'s** modular architecture, supported by **1Nebula® Managed Services**, the solution was aligned to the specific cost governance challenges uncovered during discovery.

Module Implemented	Capability Delivered	Business Value Created
IT Expense & Cost Allocation	Automated invoice ingestion and ERP-ready chargeback workflows	Faster reporting, reduced manual effort and improved cost allocation accuracy
Mobile Expense Management	Real-time SIM monitoring, alerts and bundle optimisation	Controlled mobile overspend before it escalated
Network Expense Management	WAN/LAN visibility and network spend allocation	Improved visibility across distributed network costs
Governance Layer	Cost centre mapping, role-based access, alert triggers and workflows	Reduced dependency on one individual and enabled scalable governance
1Nebula Managed Services	Ongoing reporting, optimisation and support	Sustained improvement beyond implementation

Why This Matters

The module mix makes the value clearer: IT Expense & Cost Allocation improved process automation, Mobile Expense Management addressed overspend control, Network Expense Management improved distributed cost visibility, and the Governance Layer made the operating model scalable.

4 Activate

This was not a software install. It was the activation of smarter IT financial infrastructure.

With **OneView®** modules deployed, the impact was immediate:

Area	Before OneView®	After OneView®
Reporting Time	Days to weeks per report	10-45 minutes per report
Cost Recovery	Manual and fragmented	R3 million recovered in the first quarter
Mobile Overspend	Frequent	Real-time usage control
Continuity	One-person dependency	Team-wide visibility and access
Visibility	Email-based reporting	On-demand insight via **OneView®**

5 Evolve

Governance isn't a one-time fix. It is a system that scales.

With **OneView®** in place and **1Nebula® Managed Services** supporting continuous improvement:

- Scaled cost control across IT and mobile environments
- Enabled self-service governance for finance and operations
- Positioned **OneView®** as a platform for future optimisation

Key capabilities powering scalability:

- Multi-format invoice parsing
- RP-native allocation logic
- Real-time mobile alerting
- Modular deployment
- Self-service dashboards
- Workflow builder for recovery rules
- Role-based controls across departments

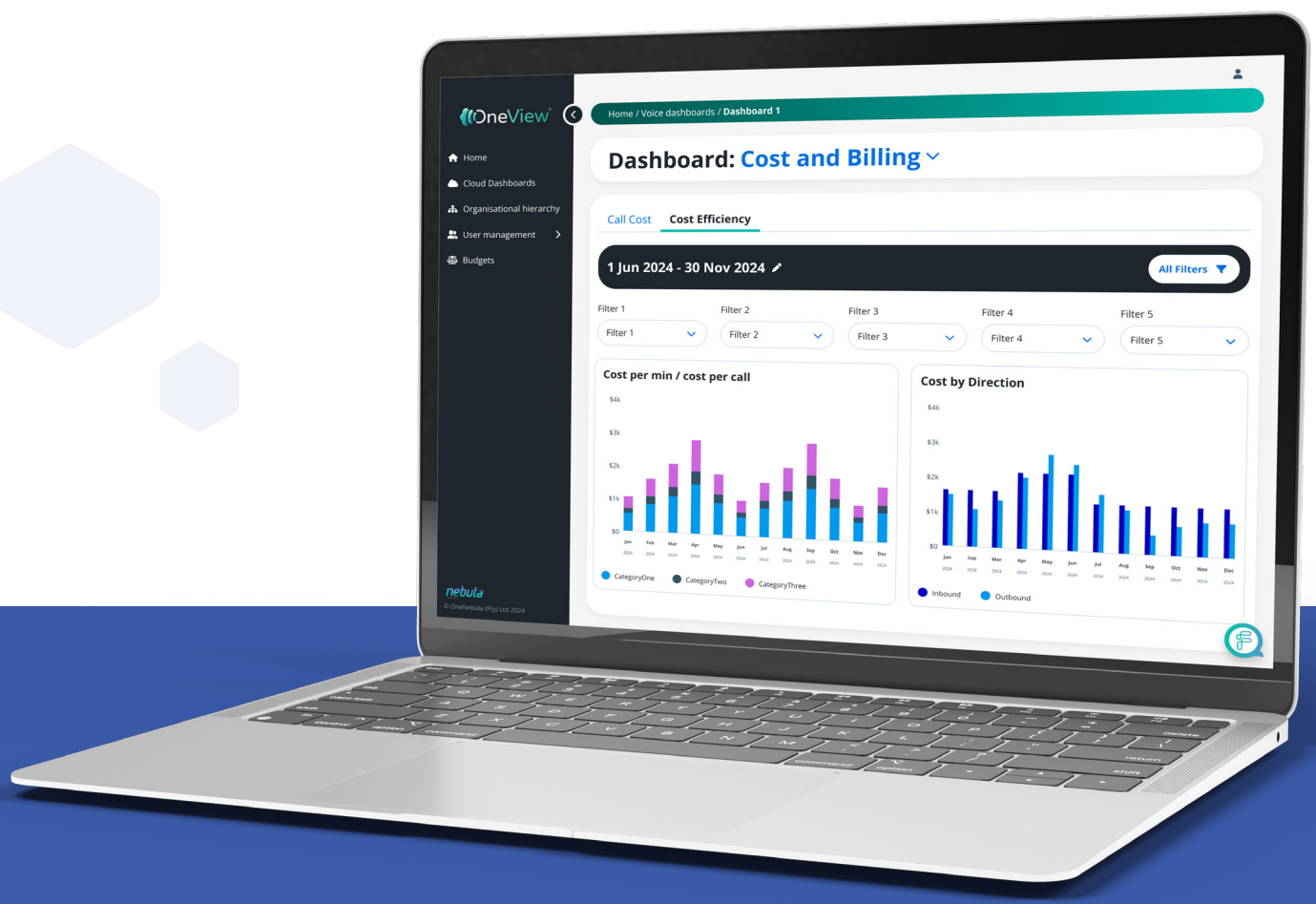
What the Smarter Way Unlocks

The retailer moved from manual risk, fragmented reporting and reactive spend management to scalable cost governance powered by **OneView®** modules and **1Nebula® Managed Services**.

1 | Discover	2 | Diagnose	3 | Align	4 | Activate	5 | Evolve
Challenge the assumption of control	Reveal root causes and blind spots	Match modules to the real problem	Turn insight into measurable outcomes	Scale governance and optimise continuously

The Strategic Shift

The case study shows how **OneView®** helps enterprises govern complex technology cost environments by connecting vendor data, ERP logic, role-based visibility, automated workflows and managed services into one scalable operating model.



Want results like this? Book-a-Demo

Book your **OneView®** Diagnosis | Fred.Taljaard@1Nebula.com

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