

FINANCIAL OPERATIONS

FY25 Metrics

mission & guiding principles

Financial Operations, which is a part of Pitt Finance & Operations, ensures resources are leveraged strategically, effectively, and efficiently in support of Pitt's mission by providing exceptional expertise, enabling collaborative stewardship of financial resources, and building lasting partnerships across Pitt.

The staff within Financial Operations strives to embrace Pitt's core values, including excellence, integrity, collaboration, and agility through the following guiding principles of Pitt Finance & Operations:



UNIFIED TEAM

We operate as one cohesive team, upholding shared governance and working together to achieve the objectives of the Plan for Pitt 2028.



STEWARDSHIP OF RESOURCES

We are committed to being diligent stewards of University resources. By leveraging them strategically, effectively, and efficiently, we aim to deliver return on investments in support of the University's strategic goals.



CUSTOMER FOCUSED

Our primary purpose is to serve our customers: students, faculty and researchers who rely on our world-class foundational support, and the partners in the Responsibility Centers with whom we collaborate to ensure effective stewardship of Pitt's resources.



COMMUNITY & SUSTAINABILITY

We strive to cultivate and protect a vibrant. inclusive University community. We are a leader in global sustainability, effectively balancing equity, environment, and economics.

who we are



what we do

Compliance Monitoring

B2B Purchasing & Payments

Provide Strategic Solutions

Advise Departments

Manage Contracts

Manage Business Expenses

Withhold Taxes

Support Pitt's Mission

Manage Travel

Consolidate Spending

Pay Employees

Pay Suppliers

Local & Small

Manage Capital Assets

Create Savings for Departments

Author Contracts

Sustainability

Develop Commercial Partnerships

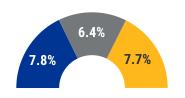
Record Financial Transactions

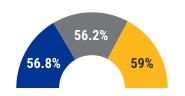


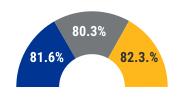
how well we do it

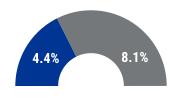
Consolidate Purchase Spend and Create Savings for Departments











Savings in Targeted Categories

Benchmark source: Ardent Partners, 2025

On-Contract % for Targeted Categories

Benchmark source: Ardent Partners, 2025

% Spend Under Management

Benchmark source: CAPS Research, Metrics of Supply Management 2024 for Services Category

% Suppliers with 80% of Spend

Consolidating spending with fewer suppliers creates leverage for negotiated discounts. Benchmark source: CAPS Research, Metrics of Supply Management 2024 for Services Management

Provide Travel Savings Opportunities to Departments & In-travel Assistance to Travelers



Average Program Adoption Rate for Travel Services

Travel Services include air & car rental

Airfare Adoption Rate = 70%



Airfare savings in accordance with the Third Party Travel Program Price Audit results

Source includes all partner airlines for both domestic and international travel from July 2024 through March 2025



Savings on Enterprise Car Rentals Booked Through TMC* Compared to the Benchmark

Source includes third party price audit July 2024 through March 2025 | *Travel Management Company (TMC)



Savings on Hotel Rates Booked Through TMC (AT), Leveraging Negotiated Consortium Rates Compared to the Benchmark*

*Hotel rate across university business travel clients, some are inclusive of taxes; Benchmark source: Anthony Travel, LLC Benchmark for University Business Travel Clients, All Hotels, 2025

Social Responsibility

Non-Construction % and \$ of Local Spend





PPT is one of nine operational areas considered for Assoc. for the Advancement of Sustainability in Higher Education (AASHE) STARS designation. Pitt earned a Gold STARS designation for the second time in 2024.

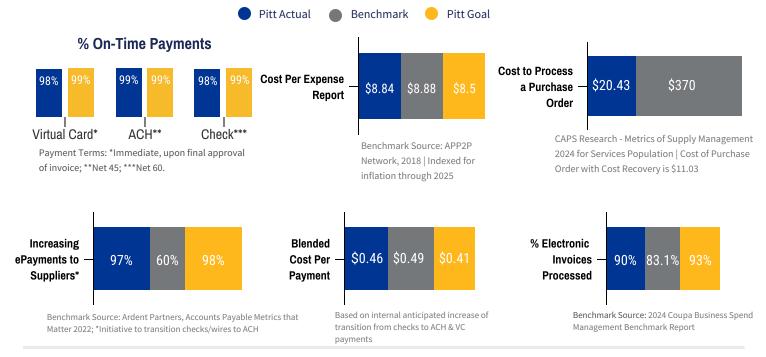


University-wide Contracted Suppliers With Sustainability Initiatives: 40.9%

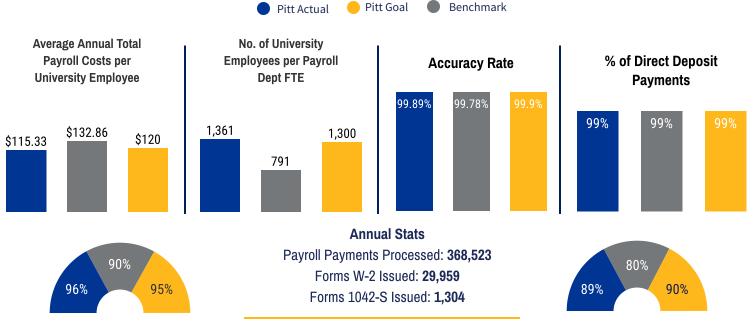
Local spend is defined as the counties within the Pennsylvania 10 County Allegheny Conference. <u>Learn more here.</u>



Manage Efficient Processes



Pay Employees Efficiently



Payroll Customer Service Satisfaction

Percentage of individuals who rated their experiences as meeting or exceeding expectations

Average Time to Resolve Customer Inquiries Tier III & IV: 0.8 Days | 13.3 Minutes

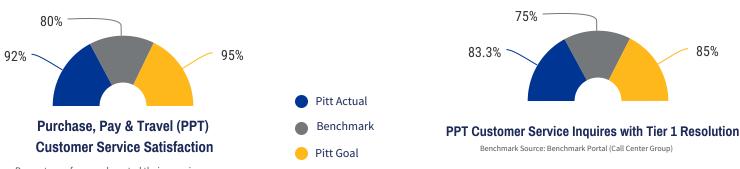
Tiers II-IV are more complex issues and require specific attention as opposed to Tier I that are simple and often can be handled by the established FAQs

Payroll Customer Service Inquiries Resolved within 1 Business Day

4,932 cases out of 5,513 cases were resolved within 1 business day.

Payroll Benchmark Source: The Hackett Group Payroll Performance Study Information/KPIs utilizing peer specific data.

Provide Expert And Responsive Customer Service



Percentage of users who rated their experience as good or excellent; Benchmark source: American Customer Satisfaction Index and Peak Support