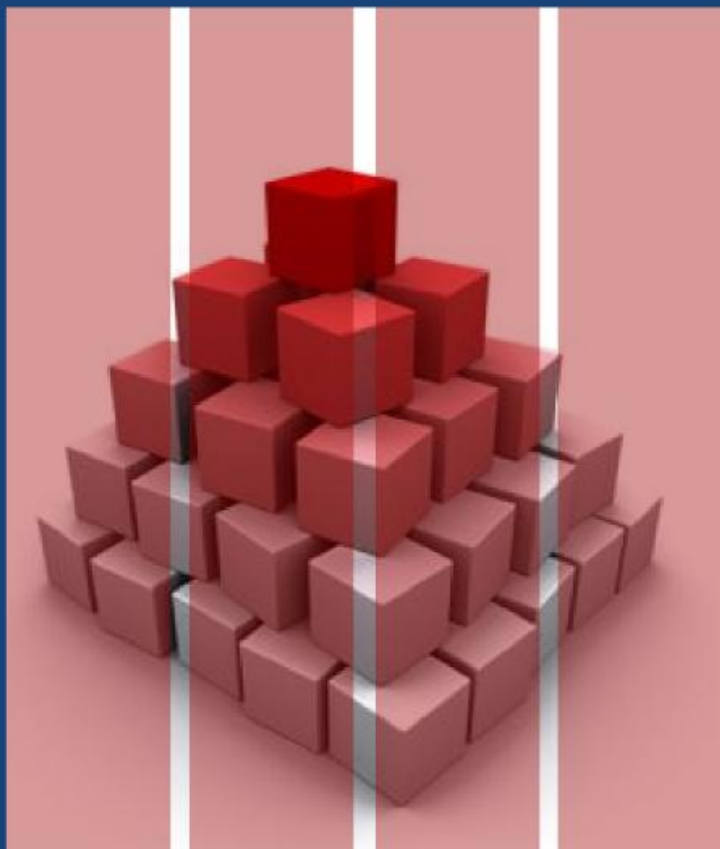


KEY FEATURES:

- In built static and drill down reports based on good practices (ITIL, COBIT, ISO 20000).
- Ability to build Ad-hoc reports easily
- Dashboard for higher level executives
- Built-in Integration with multiple data sources including data from multiple ITSM/BSM vendor solutions (e.g. BMC Remedy ITSM, HP Service Manager, SAP Solution Manager, IBM Tivoli etc.)
- Combined reports
- Data model to accommodate current and future needs of reports and dashboards
- Granularity of access controls
- Scheduling and distribution of reports.
- MetricEdge is built on the Oracle Business Intelligence platform
- Allows access of information, assess it, identify issues, diagnose causes, and act to correct issues



metricedge

Business Intelligence for IT

MetricEdge

Business Intelligence for IT

Introduction

MetricEdge is business intelligence (BI) tool seeks to give CIOs and senior IT executives a tactical advantage in the business arena. Business intelligence is fundamentally concerned with transforming your organization's operational data into an accessible store of high-value information (called a data warehouse) and distributing the right information in the right way to the right people at the right time in IT.

It delivers a full range of BI capabilities including interactive dashboards, full ad hoc, proactive intelligence and alerts, enterprise and financial reporting, real-time predictive intelligence etc.

The MetricEdge Solution for HP Service Manager (HPSM)

MetricEdge delivers contextual, relevant and actionable insight to everyone in an organization which results in improving decision-making, better-informed actions, and more efficient IT processes.

MetricEdge for HP Service Manager is a Business Intelligence and Reporting solution for HPSM ITSM applications. Thus by providing the full gamut of BI functionality it facilitates the provision of dynamic reporting for following HP SM Applications:

- Interaction
- Incident Management
- Problem Management
- Change Management



MetricEdge Screenshot

MetricEdge is easy to adapt and extend. It works with existing IT environment and it serves fast time to value and low TOC and risk. You can easily deploy Business intelligence more broadly with fewer IT resources and also increases the value of existing data.

It is built based on our years of experience in training, consulting and software implementations across the world in ITIL, COBIT, ISO 20000 and IT Management software implementations from mega vendors.

Why MetricEdge

MetricEdge includes prebuilt:

- Warehouse database designed for analytical processing
- Routines to extract, transform, and load (ETL) data from Oracle or MS SQL Server transactional and external data sources into target warehouse.
- Repository with business models configured to work with the prebuilt Warehouse.
- Presentation Catalog with prebuilt requests, prompts, filters, and role-based dashboards
- MetricEdge access content in the prebuilt Presentation Catalog and data in the Warehouse.

MetricEdge HPSM Product Components

Prebuilt warehouse with multiple star schemas designed for analysis and reporting in HPSM

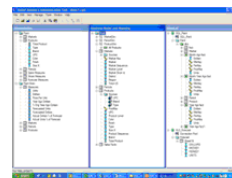


Prebuilt ETL to extract data from over multiple transactional tables and load it into DW



Premapped metadata, including embedded best practice calculations and metrics for executives and other business users

- Presentation Layer
- Logical Business Model
- Physical Sources

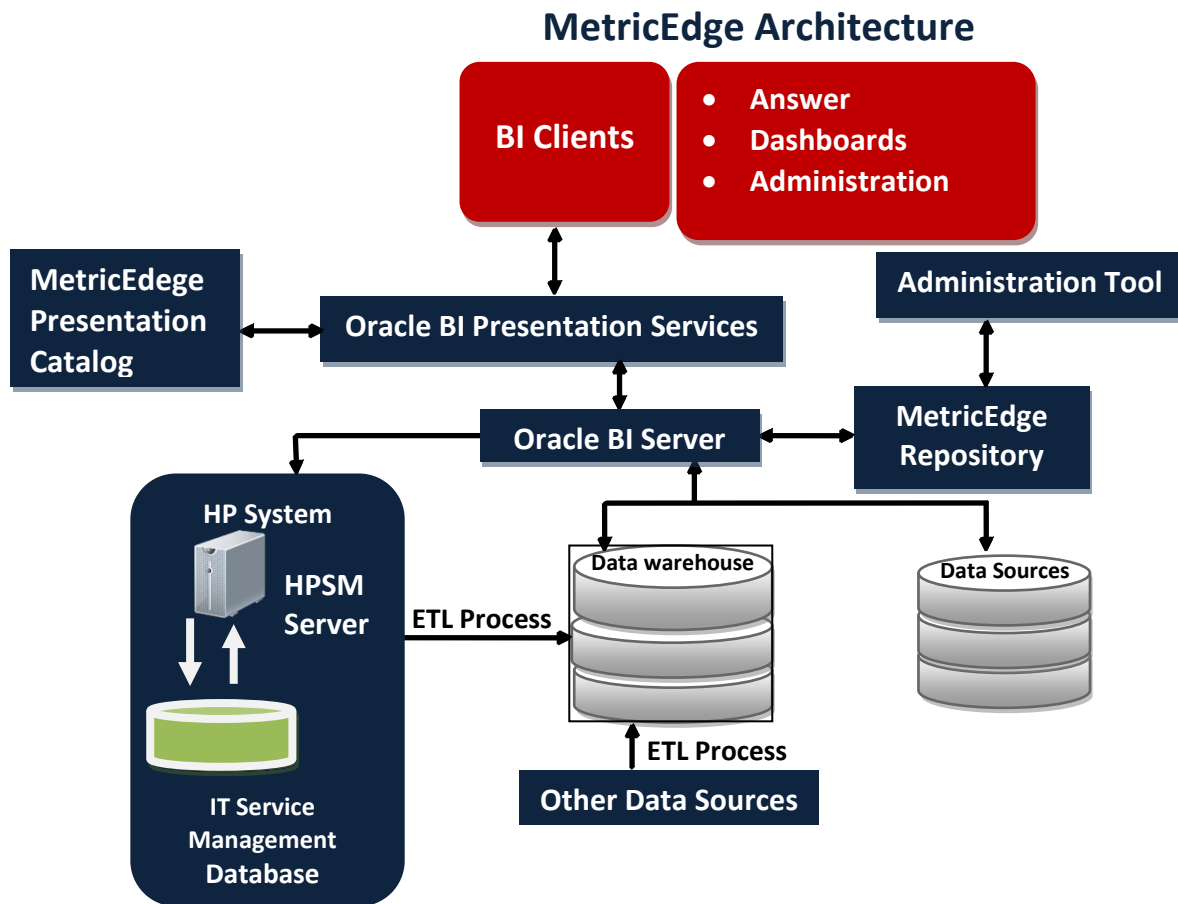


A "best practice" library of prebuilt metrics, Intelligent Dashboards and Reports



Designed With Business Users In Mind

MetricEdge is developed with business user self-sufficiency in mind; featuring business user interfaces that do not require coding, SQL or other technical skills. Report layout and design is incorporated with day to day tools like MS Word and Adobe Acrobat; new interactive dashboards can be build through simple drag and drop Web interface; and new ad-hoc analyses are built by pointing and clicking on items from a simplified, logical business model of the data. These ease-of-use capabilities enable greater business value and reduced reliance on IT for reporting and analysis needs.



Components

MetricEdge provides:

1. 70+ reports and dashboard as per ITIL, COBIT and ISO 20000 good practices and standards
2. Inbuilt ETL mappings for faster performance
3. Pre-built integration with multiple ITSM solutions from different vendors
4. Ad-hoc reporting for quick analysis
5. Drill down reports
6. Easy to customize reporting framework based on Oracle BI platform (OBIEE and OBISE1)

People behind MetricEdge

MetricEdge built by iWare Logic which specializes in Oracle Business Intelligence and IT Management space. iWare Logic and it's group company Vyom Labs has combined experience of 12+ years in ITIL, COBIT, ISO 20000 and Business Intelligence space in training, consulting and IT Management software implementations.

Copyright © 2011, iWare Logic Technologies Pvt. Ltd. All rights reserved.

This document is provided for information purposes only and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission. Other names may be trademarks of their respective owners.