



WESTBURY

Service Management Intelligence

Westbury SMI Suite

Powered by SAP BusinessObjects®

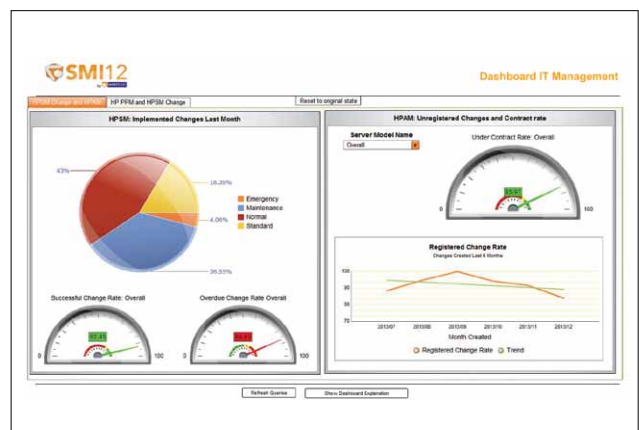
An enterprise reporting platform, with pre-configured reporting and dashboarding solutions for IT Service Management applications

The Business Challenge

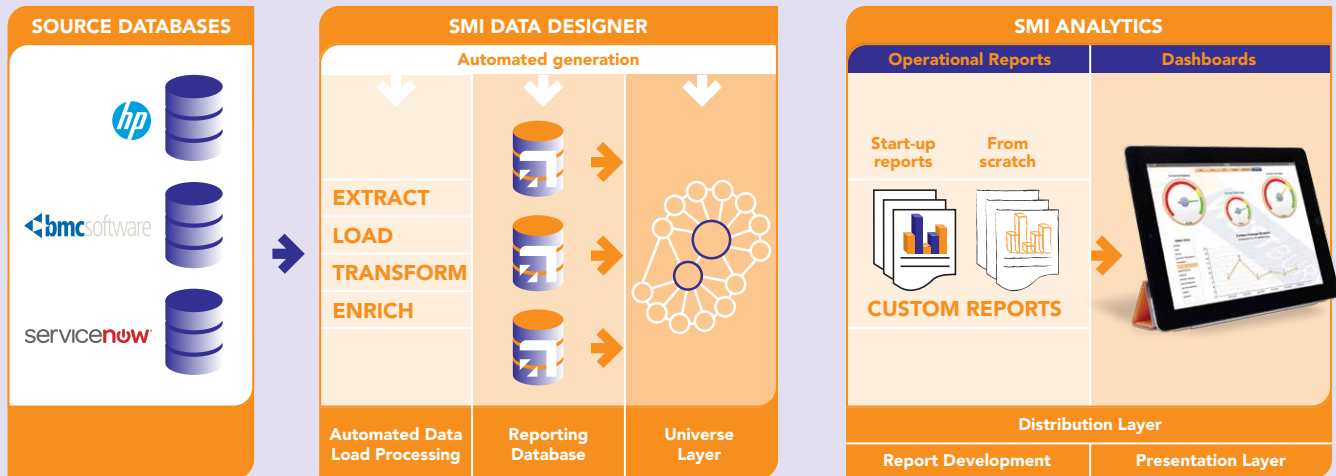
Organizations are confronted with multifaceted challenges when implementing a Business Intelligence solution: retrieving and storing data for reporting purposes is a complex endeavor; modeling the reporting business layer requires both business and technical knowledge; and creating the required reports is commonly a task assigned to skilled and query-savvy report builders. Developing a Business Intelligence infrastructure is thus costly and time-consuming.

Meeting the Challenge: Westbury SMI Suite

Westbury Service Management Intelligence (SMI) Suite is an enterprise reporting platform. It addresses the entire Business Intelligence flow, automating the data retrieval



process and offering self-service reporting based on industry-leading Business Intelligence technology. SMI Suite comes with pre-configured reporting solutions for common IT service management applications.



Benefits

- **Out-of-the-box reporting and dashboarding solutions for IT Service Management applications.** SMI Suite comes with pre-configured reporting solutions for common IT service management applications.
- **An enterprise reporting platform.** SMI Suite enables you to retrieve data from any data source in your enterprise. Data from multiple sources is easily combined to provide a comprehensive view of your business processes.
- **Reduced effort, cost and time in getting to your data.** Large and expensive data warehouse projects are no longer the only option for moving and transforming data. SMI Suite fully automates the reporting back-end infrastructure, generating both

the ETL layer and reporting database based on your reporting requirements.

- **Reduced turn-around times when creating and modifying reports.** Westbury SMI Suite offers self-service reporting based on industry-leading Business Intelligence technology.

SMI Suite architecture

SMI Suite's architecture has been designed to automate the Business Intelligence infrastructure with your reporting requirements at its focal point. Based on your information needs, the various components required for reporting are generated; from the data retrieval layer and the reporting database up until the reporting business layer that report builders will use to create reports.

Insight • Improve • Impress

Key functionality

Self-service Reporting

- Offers an easy, drag-and-drop, interface for creating and modifying reports. This eliminates the need for having DBA skills, or knowledge of what is going on behind the scenes, in order to create reports.
- Includes a report and dashboard library, with more than 70 startup reports and dashboards that enable you to gain immediate insight into your ITSM environment.
- Enables you to copy, tweak and customize each report to meet your exact needs.
- Supports advanced scheduling and publishing. Reports can be distributed via email, on websites and on shared servers, and you can even introduce a subscription model. Advanced functionality allows you to track the distribution and consumption of reports, helping you to understand your audience.

Automated Data Retrieval

- Generates the ETL statements based on the fields selected for reporting. The ETL statements are included in the SMI reporting database; no dedicated ETL application is required.
- Offers the ability to perform calculations before, during or after a data load.
- Offers swift data load times, enabling near-real-time reporting.
- Transforms non-human-readable data types into usable

reporting data.

- Supports incremental data loads. Only new or modified records are retrieved.
- Offers connectors for retrieving data from an array of back-end data sources.

Generated Reporting Database

- Constitutes a dedicated database for reporting purposes, eliminating negative performance impacts on the source database.
- Includes only those tables and fields required for reporting.
- Uses table and field names that represent their business meaning.
- Offers the ability to store calculated values, so that costly calculations are not required during the execution of reports.
- Includes pre-calculated date parts and time periods that enable users to include advanced time-period queries in a report.

Generated Reporting Semantic Layer

- Provides an intuitive experience for the ITSM workers creating their own reports.
- Comes pre-configured for common service management applications, such as HP Service Manager®, BMC Remedy® and ServiceNow®.
- Can be easily modeled and customized via SMI Suite's Report Enterprise Manager.

- Handles time zone conversions automatically.
- Includes for each date field a set of date part objects such as its day number and week number, as well as a standard set of time-period predefined conditions.

Choose the Right Edition for your Needs

SMI Suite comes in various editions that scale with your needs and the size of your organization.

What's in the box?

Solutions provide you with pre-configured universe models, start-up reports and dashboards for various ITSM applications. **Integration Connectors** offer connectivity to an array of data sources. **Reporting Modules** offer additional reporting functionality, such as dashboarding and support for mobile devices



	Small Business Edition	Standard Edition	Enterprise Edition
Full Reporting User	1	5	10
Lite Reporting User	5	10	20
Dashboard User	0	0	5
Solution	1	1	2
Integration Connector	0	1	0
Mobile	0	0	√
Non-production Environment	0	1	2

About Westbury

Founded in 1998, Westbury is a leading provider of operational reporting solutions for IT Organizations and represents enterprise customers around the globe.

The company pioneered the principle of Service Management Intelligence, which puts the power of self-service reporting in the hands of process owners, IT managers, decision-makers, and those that need it most.

Its SMI Suite is an integrated ITSM reporting platform that transforms data into meaningful information and improves processes and performance.

Recently the company expanded its global footprint into Asia Pacific, in addition to the US and EMEA. Westbury is privately held with offices in Boston, MA and Amsterdam, The Netherlands.

For more information about Westbury solutions and services, please contact us.

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