

FLYER

# YOUR SOLUTION FOR IT ANALYTICS

To enable optimum management of IT services, you need insightful key performance indicators (KPIs), role-based dashboards and flexible analyses you can conduct on your own. Every ITSM tool offers its own evaluation options and selective insights into the system in question. However, that does not give you a full overview or complete transparency of cross-system processes and correlating data from different source systems. The amount of IT data that needs to be evaluated is immense, yet there is no availability of aggregated information suitable for controlling IT processes. BI-oriented approaches for IT often fail due to the high cost of setting up a data warehouse. However, a means of analysis and control is vital for IT service management.

## BENEFITS

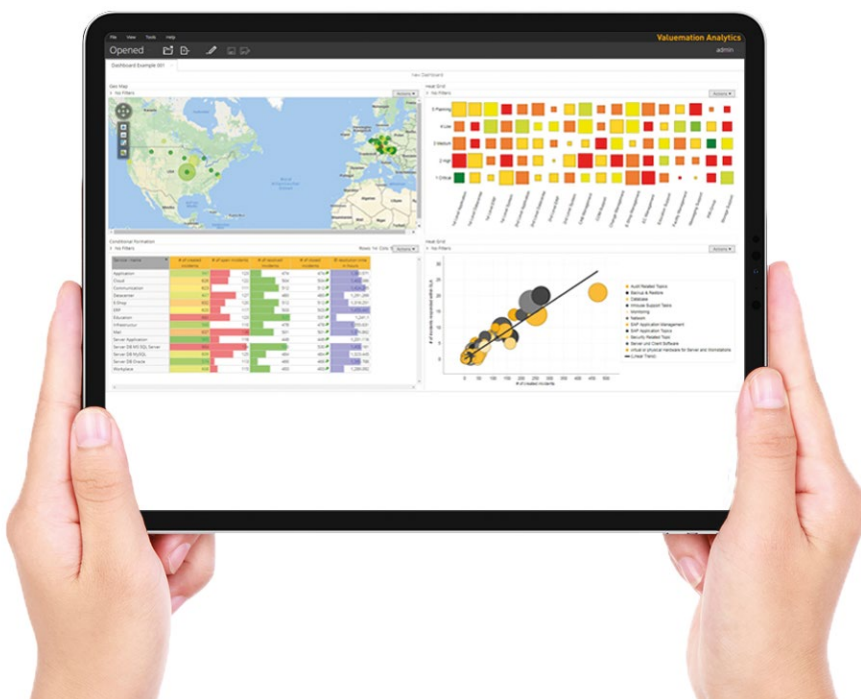
### Valuation Analytics enables you to

prove the efficiency of your IT by measurable, insightful and ITSM-specific KPIs

improve IT processes by quickly identifying trends and weaknesses on your own and responding to them systematically

increase the satisfaction of IT service customers by adhering to service levels and maintaining a measurable, high quality of service

strengthen your competitive position over external providers thanks to great transparency on your IT services and their costs



Role-based dashboards – example: incident management

## Objectives

— Valuation Analytics is an analytics solution specifically for IT service management (ITSM) to enable comprehensive analysis, monitoring and management of information from all relevant ITSM systems and ITIL® processes. This “IT cockpit” supports you as an IT specialist or manager in optimizing your IT service processes efficiently and purposefully and offers you high transparency over your current service performance thanks to a central 360° view.

## 360° View of IT Services

— Only very few IT organizations can evaluate ITSM data across all platforms. To enable service-oriented controlling of your IT, however, you need all the relevant data on your IT services, such as service availability, number of incidents, service costs, data on customer satisfaction, SLA violations, etc., in a central view. As a result you can always keep an eye on performance-critical KPIs for IT service and how they change – regardless of where the data comes from, such as the monitoring system, the last customer satisfaction survey, the ticket/incident management system or IT cost allocation.

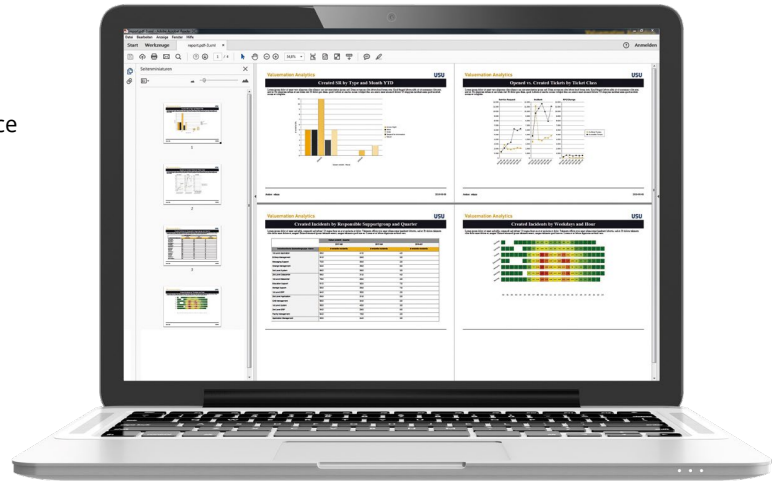


The 360° view of the service

## Specific, role-based dashboards

— With Valuation Analytics, you use predefined dashboards and reports for your specific IT role. As an IT manager, specialist or the person responsible for service, you thus obtain the information you need in processed, aggregated form. That enables better decision-making and so more efficient controlling and continuous process optimization in your area of responsibility throughout the IT service value chain. Insightful evaluations keep you informed of the current status and enable you to detect

emerging trends, weak points and dependencies in your IT operations so that you can analyze and optimize them in a targeted manner.



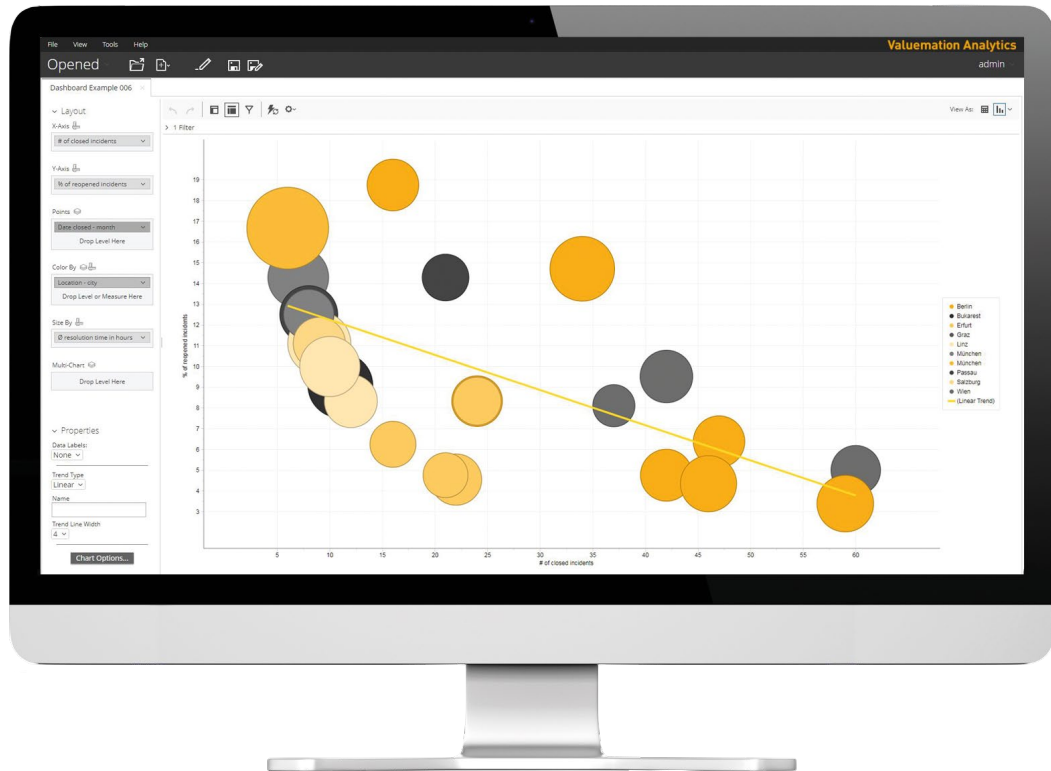
Combine individual analyses into an insightful report

## Insightful Reports by Drag & Drop

— Valuation Analytics allows users to create new reports on their own simply by drag & drop. Different forms of presentation, such as diagrams and tables, and individual analyses can thus be combined into a single report. You can then add your own comments and explanations and so enrich the content of reports. You can thus create detailed reports and analyses for recipients with specific information needs. You can also plan reports, and have them sent automatically, at defined times.

## Reliable Decisions Thanks to Relevant KPIs

— Having the right key performance indicators (KPIs) in place for processes is critical for efficiently managing your IT. When defining KPIs, extensive experience in IT service management (ITSM) is vital. Valuation Analytics provides you with predefined, out-of-the-box KPIs to aggregate your IT data. They are based on best practices from ITIL®, COBIT® and ISO 20000 and on our extensive know-how from more than 35 years of experience in ITSM projects. That gives you the security that the preconfigured structures and KPIs are of great practical relevance and ITIL®-compliant.



Carry out ad-hoc analyses intuitively and identify interrelationships quickly

### Analyze IT Data on Your Own

— The results of predefined reports often raise questions that have to be answered by deeper detailed evaluations. Valuation Analytics provides you with an easy-to-use analysis tool: You create customized analyses and reports on your own by drag & drop – including variable, multi-dimensional queries. That enables you to carry out root cause analysis and identify at a glance where you need to take action. You directly obtain answers to your concrete questions, since you as the user need no database expertise or reporting experts, thus avoiding associated misunderstandings and losses of efficiency.

### Specific Business Intelligence for IT

— As an IT service provider, you can gain a lot of valuable information from your IT big data. However, the use of common business intelligence (BI) systems frequently fails because of the excessive cost and effort of rolling out and supporting them, as well as the lack of IT know-how on the part of BI experts. Valuation Analytics covers the full functionality of a BI solution, including extraction, transformation and loading (ETL) of data, analysis and reporting, as well as visualization. The heart of this state-of-the-art architecture is a central data repository that automatically generates the data warehouse structures and associated data transfer jobs. That ensures error-free extension, adaptation to your requirements and upgrade security.

### Simple Integration in the IT Environment

— Valuation Analytics lets you integrate various data sources and ITSM systems very quickly using easy-to-configure, predefined data adapters. Whether sensitive financial or personal data from locally installed applications or IT-related data from cloud-based ITSM systems: Valuation Analytics lets you bring this data together and present it in a central view so that you can carry out overarching evaluations and correlation analyses. Valuation Analytics can be installed locally in your own data center or operated as a cloud-based SaaS solution – with maximum data security thanks to hosting solely in certified data centers.

### Start Productive Operations Fast

— With Valuation Analytics, you use a state-of-the-art, tried-and-tested IT analytics solution. The included best-practice KPIs and preconfigured dashboards and reports will enable you to get Valuation Analytics up and running in just three days for each service process – including system integration and adaptation, application guidelines and familiarization of your users. The dashboards can be adapted dynamically to your customized queries and are easy to configure on your own. As a browser-based application, Valuation Analytics supports all conventional Internet-capable end-user devices, such as desktop PCs, notebooks and mobile devices like smartphones and tablets. That means you can access important evaluations anytime, anywhere.

## KEY FACTS

### Valuation Analytics offers you

a central platform to analyze your IT data, regardless of the ITSM system in place

predefined KPIs for your ITSM disciplines in insightful, role-based dashboards

targeted, intuitive ad-hoc analyses you can create on your own

quick going live in just a few days, without the need for consulting and training

## USU's Valuation Suite at a Glance

— Valuation is a modular, well-integrated suite for efficient support of your operational IT service management. You can soon get your solution up and running thanks to preconfigured, out-of-the-box ITIL®-based processes. If changes are made in future, Valuation's flexible architecture platform ensures outstanding expandability and scalability and so investment security. You can make adaptations by customizing the solution on your own – without the need for programming or the cost of service work by outside parties. Even complex organizational structures, roles and permissions can be mapped with it quickly and easily. Apart from modules for specific IT service processes, there are overarching Valuation solutions for these subject areas:



## INFO

You can find out more about our range of services at [www.valuation.com](http://www.valuation.com)

## Software, Consulting and Support from a Single Source

— Your IT systems are replaceable – but not the know-how of your product and solution partner! As a software and consulting firm, we specialize in developing and rolling out solutions that are tailored fully to the specific requirements of IT service management. Our certified ITIL® experts provide you with competent support – from design of the concept to implementation. We will also be pleased to provide you with assistance in continuous functional and technical further development of your solution during operation in the shape of consulting, training and support services.