

ASG-PS'Soft IT Business Intelligence

ASG-PS'Soft IT Business Intelligence delivers the dashboards and analysis tools for monitoring and measuring the performance and value of your IT assets and services. The ASG-PS'Soft IT Business Intelligence solution communicates relevant information using interactive graphics, charts and reports, and is leveraged by the entire ASG IT Asset & Service Management Suite. These dashboards are an indispensable decision-making tool, and provide CIO and IT staff with real-time information, to anticipate and improve service levels.

ASG-PS'Soft IT Business Intelligence is a key component for companies that have chosen ITIL[®] as their reference framework. It fosters continuous improvement of service levels in line with ITIL[®] v.3.

Dashboards and Real-Time Monitoring

ASG-PS'Soft IT Business Intelligence offers preconfigured dashboard portlets that enable you to quickly generate and display customizable business metrics. The standard version comes with 10 preconfigured dashboards enabling comprehensive analysis of change monitoring, incident and problem management, software compliance, or request monitoring.

Interactive Wizards

Initially designed as an easy-to-use platform for creating management dashboards, ASG-PS'Soft IT Business Intelligence relies on interactive wizards to help users generate new dashboard objects from a rich library of data queries. You no longer need to be a data model expert to get important information out of the system. The displayed information can be adapted to the specific needs and goals of any group or individuals in

FOR MEASURING VALUE AND
MANAGING PERFORMANCE
OF IT ASSETS AND SERVICES

Benefits

- ✦ Provides decision support through out-of-the-box dashboards for vendor negotiation, acquisition policies optimization, license re-harvesting, lease management, and more
- ✦ Optimizes monitoring of processes with at-a-glance metrics
- ✦ Offers quick access to underlying data for deeper analysis with drill-down enabled charts
- ✦ Improves IT communication to management



Out-of-the-box IT Asset Management Dashboard

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the company, including field teams, decision-makers, IT departments, general management and finance. By simply drilling down in each dashboard, users (depending upon their rights) get detailed access to all information supporting the dashboard indicator, facilitating decision-making and operations management.

An Intuitive and Secured Access to Key Information

The dedicated IT Business Intelligence Web Portal enables dashboards to be configured for any specific user or group of users. Your executive team can have access to strategic data, while your front line managers have access to practical information about their areas of responsibility. Access is determined by job-specific user rights, and ranges from navigation and view-only to the most sophisticated analysis features. Data access is completely secure and available in several languages. Lastly, the solution can display data from third-party tools in the dashboard.

Asset Management Dashboards

These dashboards meet the needs of asset managers, IT financial, and procurement managers. They provide relevant analysis regarding asset and configuration performance and value to identify problems rapidly, and allow remedial actions to be taken accordingly. Asset Management dashboards incorporate several indicators that can be activated according to a company's requirements and expectations:

- Accurate identification of assets by type, status and location
- Asset trends and upgrades
- IT purchase tracking
- Cost analysis and charge back
- Contract monitoring
- ROI analysis

Service Management Dashboards

These dashboards meet the needs of Service Desk managers and management teams who, at any time, must be able to obtain information on their organization's operational performance and the quality of the services provided. With full visibility of the Service Desk's overall operations, they are in a better position to meet their commitments, manage priorities, and improve the quality of service delivered to the company. Service Management dashboards include several levels of indicators that can be activated in response to line-of-business needs and expectations.

The available reports and measures include:

- Incident volumes & types
- Average response and resolution times
- Impact and trend analyses
- Team performance analysis
- Compliance with Service Level Agreements
- Customer satisfaction level

License Compliance Dashboards

These dashboards meet the needs of software managers, finance staff, and management teams by providing summarized and relevant information on the company's level of software compliance. Standard analysis and reports make it easier to identify software that is non-compliant or has reached a critical threshold. Detailed information on software installation levels is easily rolled up into dashboard indicators. This information facilitates arbitration and re-allocation of under-used licenses. License Compliance dashboards incorporate several indicator levels that can be activated according to a company's requirements and expectations:

- License status and costs
- Level of compliance and use
- Contract monitoring, alerts and renewal policy
- Analysis by vendor

All dashboards can be easily configured and updated to meet specific company needs

Supports International Coverage

ASG-PS'Soft IT Business Intelligence provides support for international environments, multi-site, and multi-currency, and can be localized to support several languages, including local regionally-tailored dashboards and analytics.

Flexibility: On-Premise or SaaS

ASG-PS'Soft IT Business Intelligence is available either on-premise or on-demand, delivering real flexibility in the deployment mode. Customers can either acquire a solution hosted on-premise in perpetual license mode (CapEx), or the SaaS solution hosted and managed by ASG as a subscription-based model (OpEx). We also enable you to seamlessly shift between SaaS and on-premise at any time.



ASG provides a full range of practical software solutions that help IT organizations lower costs, save time, and make proactive decisions that drive business success. Best known for its broad portfolio of best-value, results-driven technologies, ASG partners with 85 percent of the world's largest companies to optimize IT service delivery in both mainframe and distributed environments. Founded in 1986, ASG is a privately held global company based in Naples, Florida, with more than 65 offices worldwide.

www.asg.com

ASG Worldwide Headquarters | 1.239.435.2200 or 1.800.932.5536
1333 Third Avenue South | Naples, Florida USA 34102

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