

PS'Soft IT Business Intelligence

Measure Value and Manage Performance of IT Assets and Services

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 PS'Soft IT Business solution communicates relevant information using interactive graphics, charts and reports and is leveraged by the entire PS'Soft 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. 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

PS'Soft IT Business Intelligence offers preconfigured dashboard portlets that enable you to quickly generate and display customizable business metrics. The standard version of PS'Soft IT Business Intelligence 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, 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 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 PS'Soft 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.

PS'Soft Asset Management Dashboards

PS'Soft IT Business Intelligence meets the needs of Asset Managers, finance staff and management teams. It provides relevant analysis required for asset and configuration performance and value, to identify problems rapidly and take remedial actions 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
- Purchase tracking
- Cost analysis and charge back
- Contract monitoring
- ROI analysis

Benefits

- Decision support – through out-of-the-box dashboards for vendor negotiation, acquisition policies optimization, license re-harvesting, lease management and more
- Optimize monitoring of processes – with at-a-glance metrics
- Quick access to underlying data for deeper analysis – with drill-down enabled charts
- Improve IT communication to management

PS'Soft Service Management Dashboards

The solution meets the needs of Service Desk managers and management teams who, at any time, must be able to obtain information on their organization's operational performances 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

PS'Soft License Compliance Dashboards

The solution meets the needs for 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. PS'Soft 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.



PS'Soft is a global specialist in Asset and Service Management solutions. With over twenty years of experience and thousands of successful deployments, PS'Soft helps organizations develop efficient management processes – whether based on ITIL® or an organization's unique process requirements. Unlike complex frameworks from competitors, PS'Soft solutions can be implemented in less than 30 days, are highly configurable, and easily integrate with other applications in the environment. By delivering a consolidated view of assets and services, PS'Soft's solutions accelerate the transformation to service-driven IT, optimize the economics of assets, ensure compliance, and reduce risk across the enterprise. PS'Soft solutions are installed on nearly 2,000 customer sites worldwide.



PS'Soft SAS was recently acquired by Allen Systems Group (ASG) and is now part of the ASG portfolio of products and services. 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, Fla., with more than 70 offices worldwide. For more information on ASG please visit www.asg.com.

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