



WESTBURY

Service Management Intelligence



PRODUCT BRIEF

Service Management Intelligence Suite

Empower IT to prove its value to the business

HP Software
Platinum Business Partner



During the past decade IT decision-makers have spent hundreds of thousands to millions of dollars on building IT Service Management infrastructures, yet still struggle to get insight into the true value of that investment. The answer is a tool that provides reports where they matter most- at the operational level.

Applying more than 15 years of experience and acquired knowledge in the ITSM arena, Westbury has developed Service Management Intelligence Suite (SMI Suite), a Service Management Intelligence solution that puts the power of sophisticated SMI in the hands of IT professionals at every level of an organization.

Westbury SMI Suite is the gateway to:

- **Insight:** operational information that goes beyond the basic number of incidents or changes performed and provide insight into rates of effectiveness and efficiency
- **Improve:**
 - ITIL version 3.0 - process improvement through solid measurement of IT. If you can't measure it, it can't be improved.
 - Continuous Service Improvement Programs (SIP) that require operational information in order to achieve the intended goals of process improvement.



- **Impress:** dynamic reporting options that demonstrate ROI and that can be delivered to stakeholders within weeks, not months

Traditionally this level of information analysis would require a small army of database specialists and report writers, but because SMI Suite does all of the heavy lifting associated with extracting information from the database and creating reports, the ITSM workers themselves can deliver the operational reports that IT decision-makers need to make accurate and timely decisions, and they can do so quickly and accurately.

How can one software application replace the need for Database and report specialists and cut the lead-time on new reports?

SMI Suite is an out-of-the-box deployment and comes with:

- 120+ out-of-the-box reports to deliver quick ROI
- 100% mapping to HP ServiceCenter software / HP Service Manager software databases
- A user friendly semantic layer that removes the complexity of the back-end database, allowing ITSM knowledge workers to create powerful reports

- The ability to adapt to an evolving ITSM environment
- Embedded ITSM Intelligence which supports multi-faceted measurements
- An architecture that has been designed to support virtually any HP ServiceCenter / HP Service Manager software environment

Insight into what's happening in IT

IT management needs to understand where it is before it can determine how it can get to where it wants to be. So, in order to be able to improve & innovate, IT needs to establish a baseline, and quickly. The SMI Suite gives you instant access to all your service management data and brings you insightful out of the box reports, helping you conform to best practices in ITSM reporting at an affordable price. Gaining insight into the performance of IT Service Management has never been this effective and easy.

Instant access to all your service management data

The HP ServiceCenter/ HP Service Manager database contains a wealth of data about your day-to-day ITSM processes and delivery. The challenge is getting to this data. Westbury can help you access this data in a user-

Insight • Improve • Impress

friendly non-technical manner discarding the need for 3rd party specialists who unnecessarily lengthen the route to the insight you need.

Out-of-the-box reports

SMI Suite includes an extensive set of Out-of-the-Box reports that turn instantaneous reporting into reality. Utilizing the solution's unique architecture, our out-of-the-box reports will present operational information on-the-fly, making reporting a truly effortless experience.

Improve your ITSM processes

As soon as you have insight, you can start improving IT performance. Delivering better IT Services at lower costs. SMI Suite can help you do that with embedded ITSM Intelligence, its adaptive architecture and periodic measurement.

Based on Westbury best practises

Our global team of highly professional Service Management Intelligence experts combines over a decade of ITSM and Business Intelligence experience. This extensive experience has been incorporated into the solution, allowing you to leverage the gained insight and focus on the appropriate improvement steps.

Adaptive Architecture

We have used an 'adaptive architecture', supporting a continuously improving Service Management environment, which is very easy to maintain, without requiring any specific database or programming knowledge. With SMI Suite a change in processes and software will no longer impact on your ability to provide uninterrupted

insight into your developing Service Management organization. SMI Suite has been designed to adapt to your changing HP ServiceCenter or HP Service Manager environment without the need for programming or new integrations.

Periodic Measurement

Measuring on a regular basis helps to adjust focus where necessary. SMI Suite offers scheduling capabilities that enable automatic periodic reporting, adaptable to your business needs. As ITSM processes mature, SMI Suite will help ensure that ITSM practices and reporting requirements continuously work in tandem to meet business goals.

Impress customers & demonstrate the value of IT

Your ultimate goal is satisfied customers and management, and the ability to justify your investments. So, you're looking for a solution that delivers quick ROI and that facilitates professional communication with stakeholders in the business: your customers and your sponsors.

Quick ROI

- Offering a generic architecture pluggable into any HP ServiceCenter environment, SMI Suite eliminates the need to design customized data warehousing models, enabling you to get up and running with operational reporting within weeks rather than months.
- Drag and drop! Create and maintain reports with the skill set you possess, without requiring any specific database or programming knowledge.
- A user friendly, non-technical interface put Service

Management Intelligence into the hands of the team that delivers ITSM.

Professional communication & reporting to the business

- Measure and report performance against designated SLAs, turning data into the in-depth information that your business requires.
- Ensure information is automatically distributed to the right people at the right time.

Westbury SMI Suite includes:

- SMI Foundation: connecting to your HP Service Manager database and making it available for powerful reports
- SMI Report Manager: easy to use and full access to your HP Service Manager data as well as many out of the box reports
- SMI Distributor: for scheduling and publishing your reports

Taking the next step towards Business Intelligence

In order to truly run IT like a business, insight into current operational state as well as historical performance is crucial. IT requires operational reporting for its day-to-day decision making, but must also analyze past data to make strategic decisions about the future. To meet these challenges, HP and Westbury have joined forces with a joint solution featuring HP DecisionCenter software and Westbury's SMI Suite. Both based upon industry leading BI technology, the joint solution delivers end-to-end operational reporting as well as IT analytics for measurement of IT process performance.

The Westbury Advantage

Westbury Service Management Intelligence empowers organizations to prove IT's value to the business. Our Service Management Intelligence Suite helps you gain Insight, Improve quality of delivered services and Impress your customers. Established

in 1998, Westbury has offices near Amsterdam (NL) and in Cambridge (MA, USA) servicing mid & enterprise size customers. Our global team of highly professional Service Management Intelligence experts combines over a decade of ITSM and Business Intelligence expertise. Westbury is an HP Software Platinum Business Partner, honored with multiple achievement awards. Westbury is founder of Service Management Intelligence.

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