

# Clientele ITSM BI

*Improve your service*



**Clientele**  
*ITSM*

Complete. *Not complex*

## Improve your service organisation through better insight with Clientele ITSM BI

As an addition to the extensive standard reporting possibilities, Clientele ITSM BI provides IT teams with accurate, complete and clear information in support of better decisions and more productive IT operation. Users can easily enhance visibility, effectively measure results, and manage performance while improving their IT services efficiency and effectiveness. During operation, Clientele ITSM creates a tremendous source of valuable (historical) information.

Clientele ITSM BI provides you with an ideal means of accessing the exact information needed, which can be used to optimise service and support processes. It enables IT teams to perform a variety of (trend) analyses based on the accumulated history. It also provides a very detailed overview of the IT service organization's performance and equips them with an extremely flexible instrument for creating dynamic reports independently.

For accurate, complete and clear information in support of better decisions and more productive IT operation.

Be clever

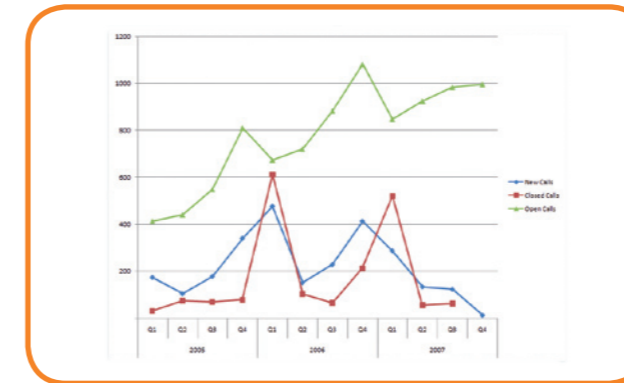


## Standard technology

Clientele ITSM BI leverages Microsoft SQL server 2005 (currently the Enterprise Edition) and Analysis Services (SSAS). This combination makes BI easily available to IT organisations who are concerned with internal or external service and/or support. Through the use of standard technology, Clientele ITSM BI delivers two OLAP cubes that dovetail with all the common reporting, analysis and dashboard tools available today, including those from Mproof and Microsoft like BI Web Parts and Excel.

## Information at every level

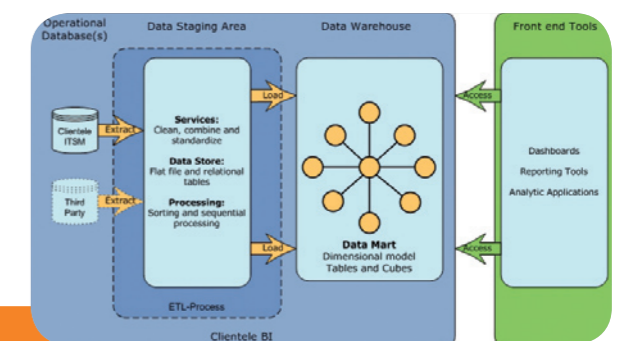
Many BI solutions restrict their use to senior management and strategists, particularly in large companies. However, since a lot of important decisions are taken by underlying, operational levels, it's important to provide all knowledge workers with targeted secure access to key performance indicators (KPIs). Even the need for BI within smaller companies is undeniable, so Clientele ITSM BI has no restrictions on size or audience, and is equipped to support the management of all types of IT organisations and organisational layers in decision-making.



## Flexible

For existing users of Clientele ITSM there is an extra advantage. The data collected during the period Clientele ITSM is in operation can be used for the initial load of the Data Warehouse. During the installation, it is possible to enter a 'start-from date' to specify the start date of the initial load. In subsequent operation after the initial load, the Data Warehouse is automatically loaded on a daily basis by means of the ETL process. If bespoke work is incorporated in your Clientele ITSM solution, this will not obstruct the operation of Clientele ITSM BI in principle. However, the ETL process may need to be coordinated with it. Your contact at Mproof will be pleased to tell you about the possibilities.

- Data Warehouse
- Initial load of existing history
- ETL process
- Dimensional model
- OLAP cubes
- Trend analyses
- Drill-down possibilities for categories
- Drill-down possibilities within organisational hierarchies
- KPI Performance management
- History tracking based on slowly changing dimensions
- Historical comparisons based on slowly changing dimensions
- Expandable with import data from third parties
- Extensive audit logging



Item	Requirement
Operating system	Windows Server (any edition except Web edition) with latest service packs and updates
Database	Microsoft SQL Server with latest service packs and updates
Processor	Pentium IV-class, 1.4 Ghz (recommended: multi processor)
RAM	2GB (recommended : 4GB)
Video	1024 x 768, High Color 16 bit
Hard disk space	Depends on the anticipated amount of data. Recommended at least 10 GB
Clientele ITSM	Clientele ITSM version 2007 or higher

Clientele BI globale structuur 1

### **About Clientele ITSM**

Clientele ITSM is very extensive, out of the box software for service management, including support for the key IT processes outlined by the ITIL best practices. It allows organizations to offer timely and professional IT services with detailed management IT support and IT delivery processes. Comprehensive reporting, trend analyses and performance management functions complete the full ITSM suite. Clientele software is highly customizable and it's service oriented architecture (SOA) and web services provide easy and flexible collaboration. Clientele ITSM has received ITIL certification from Pink Elephant for the most important service management components. For more information, please visit [www.clientele-itsm.com](http://www.clientele-itsm.com)

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### **About Mproof**

Mproof is a leading provider of IT service management, customer support and self service software solutions. Founded in 1997, Mproof helps their worldwide customer base to professionalize their services and align them with the business needs. Mproof's headquarters are located in the Netherlands. Outside the Netherlands, Mproof cooperates closely with strong channel partners for product sales, implementation and support. Mproof is Microsoft Gold certified partner. For more information, please visit [www.mproof.com](http://www.mproof.com)

