

Advanced Reporting Suite

PRODUCT SUMMARY

KEY FEATURES

- Pre-defined reports
- Multi-platform support
- Various output options
- Web-enabled reports
- Report access via web portal
- Role-based security
- Capacity planning
- Alert trend analysis

SUPPORTED PLATFORMS

IBM i
AIX
Linux
Windows
SNMP devices

Advanced Reporting Suite eliminates the time-consuming, manual processes that are traditionally required to generate performance reports that prove adherence to service-level agreements (SLAs) and also flags any issues so that they can be quickly resolved.

By simply ticking a box, unique SLA tags can be used to produce customized reports that enable service providers to quickly and easily demonstrate the value of their services by providing measures on how they are meeting service-level agreement obligations.

Historical Reporting

Make it easier to prove how you are meeting or exceeding SLAs and significantly reduce the time and IT resources it takes to create client reports. The Report Designer feature makes it easy to tailor reports to meet specific requirements for content and frequency without the need for specialist scripting.

Advanced Reporting Suite ships with standard, pre-defined reports, so you can get up and running right away. It dynamically reports on hundreds of individual Windows Management Instrumentation (WMI) specifications, numerous AIX and Linux performance indicators, and IBM i systems management metrics, including percentage performance against SLAs, processor loading, CPU memory and disk, SAN utilization, performance response times, resource utilization, and many more.

Reports can be viewed before publishing and comments added as required. They can either be published to a web portal—giving users quick and easy access—or output to a variety of formats including PDF, HTML, CSV, XLS, and RTF. Clients can generate the same report in multiple formats to match their individual requirements.

Cloud-Ready Reporting

Advanced Reporting Suite is web-enabled, allowing you to run reports directly from your browser. This allows for rapid deployment, since there is no client install required, and makes it easy for clients to run repeats of daily, weekly, monthly, and annual reports from the web browser.

Advanced Reporting Suite also provides online access for authorized users to check agreed service levels across IBM i, AIX, Linux, and Windows platforms from a single solution.

Clients can run and view their own customized reports across the web portal for quick access to the information they need without interrupting your staff. Customized reports can include corporate logos, which is particularly beneficial for companies with different brands to manage under their portfolio.

Role-Based Security

Using the online portal, clients have role-based access to reports according to their individual authorization levels and can review the level of service they receive from their managed service provider. This reduces your overhead for managing security.

Capacity Planning

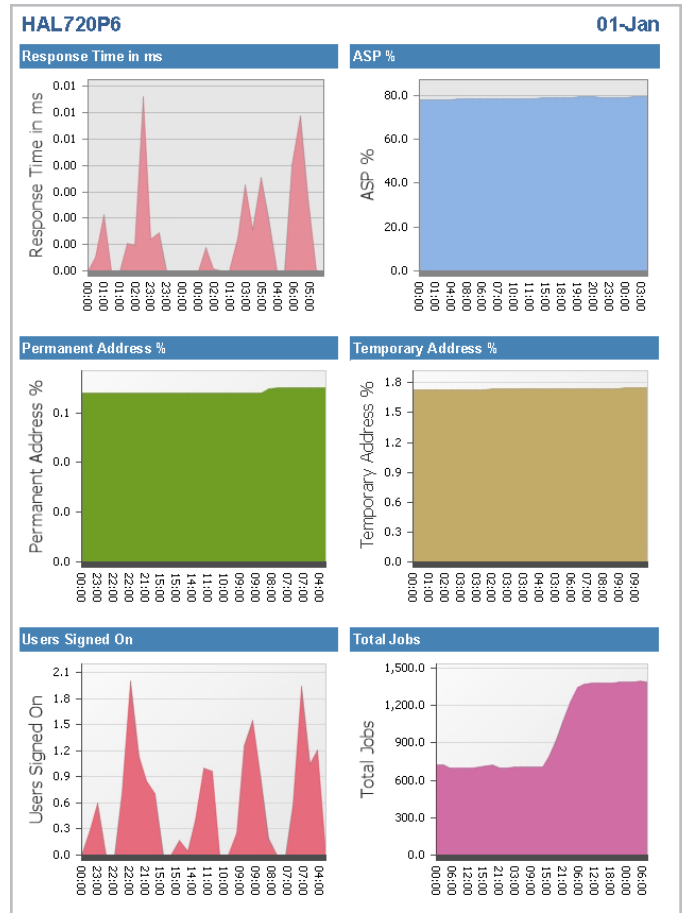
With Advanced Reporting Suite, you can report on capacity planning trends and analysis, providing visibility for decision making on future hardware requirements.

Alert Trend Analysis

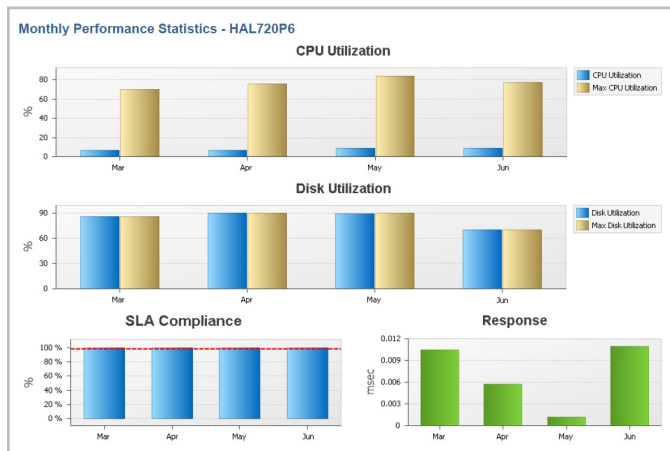
Advanced Reporting Suite also provides historical information for all alerts managed by Enterprise Console for easy, end-to-end visibility. You can view alerts for specific customers, platforms, or devices and pinpoint precise time frames, which helps with trend analysis tasks associated with service improvement.

Let's Get Started

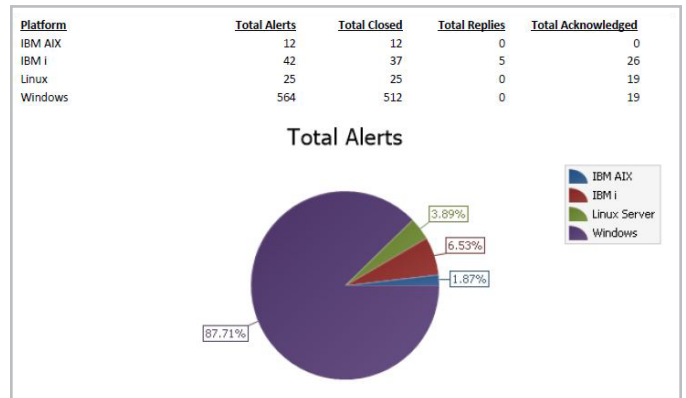
Seeing Advanced Reporting Suite in action will help you determine how the ability to produce management information reports can prove how strategic business requirements are being met. Visit us at www.helpsystems.com/cta/request-live-advanced-reporting-suite-demonstration to arrange your demo.



At a glance report



Monthly service report



Alert summary by platform



About HelpSystems

Organizations around the world rely on HelpSystems to make IT lives easier and keep business running smoothly. Our software and services monitor and automate processes, encrypt and secure data, and provide easy access to the information people need.