

Solution Details

SEGMENT:

Enterprise Service Management (ESM)

SOLUTION:

Business Intelligence for Service Management



THE CHALLENGE

- Monitoring, management and optimisation of distributed ITSM and BSM systems
- Excellent data quality for SLAs and OLAs which are relevant to contracts
- Information available anywhere and at any time
- Decision support for roles and stakeholders in IT and Business Service Management

THE SOLUTIONS

- Axinos Solutions Business Intelligence for Service Management

THE HIGHLIGHTS

- Self-service access anywhere and at any time
- Support for operational and strategic decisions
- Flexibility, adaptability and expandability
- Orientation towards best practices
- Axinos experience, expertise and skills in the provision of efficient solutions
- Time and cost savings through automation

Introduction

A modern company, whose success is dependent on its ICT systems, and which cannot gain an extensive and comprehensive insight into the operating data created by systems and applications, is like flying blind without instruments.

IT systems in many companies are not monolithic, but rather, depending on the history of the company, comprise heterogeneous systems and technologies which serve similar or identical purposes. This situation is exacerbated through acquisitions, restructurings, outsourcing plans and the transfer of systems and services to the cloud.

Despite more and more consolidation projects being launched, it is therefore the norm for companies to have key performance indicators for IT and Business Service Management, and for operations and business support processes (OSS/BSS) in the telecommunications sector, spread over different systems: this means that data is stored in different data sources/databases, is available in incompatible formats and uses different value scales. This is often the case even when the company is primarily based on ITIL best practices and standards have been set.

The Challenge

If the systems for IT Service Management (ITSM) or for Business Service Management (BSM) belong to different independent organisational business units or to external service providers, then Operational Level Agreements (OLA) or Service Level Agreements (SLA) are to be considered between the parties involved in the evaluation of key performance indicators: the data quality must be beyond reproach.

Nowadays, companies cannot limit themselves to covering the past solely through traditional reports (last week, last month, last quarter). They are also obliged to establish shorter feedback cycles using 'near-real-time' monitoring to be able to react more quickly and even take countermeasures if required.



AXINO BI FOR SERVICE MANAGEMENT

Axino Business Intelligence for Service Management offers the following service features and can be flexibly adapted to customer requirements:

- Real-time and ad-hoc reporting
- Mobile BI: anywhere and at any time
- High level dashboards and KPIs
- Powerful and meaningful reports
- Flexible and scalable information platform
- Manual data maintenance via web application
- Time-triggered automatic distribution

OVERVIEW SOLUTIONS COMPONENTS

- SAP BusinessObjects BI Platform: Flexible, scalable and service-oriented information platform for easy, personalised and dynamic data access
- SAP BusinessObjects Data Services: ETL for data integration, ensuring data quality, data profiling and for the processing of text data
- SAP BusinessObjects Enterprise: Presentation and distribution platform for reports and dashboards
- SAP BusinessObjects Analysis: Interactive analysis tool for OLAP data with access via Microsoft Office or the internet
- SAP BusinessObjects Mobile: Access to BI data from a mobile device
- SAP BusinessObjects Live Office: Add-on for Microsoft Office products to access up-to-date information from the SAP BusinessObjects BI platform
- SAP BusinessObjects Web Intelligence: Ad-hoc reporting and analyses for each user
- SAP BusinessObjects Dashboards: Development and provision of interactive high- level dash-boards
- SAP Crystal Reports: Development of flexibly formatted standard reports

The Goals

A BI solution for IT and business service management does not merely provide performance indicators but also important information for different process roles in service management and interested stakeholders, as well as contract-related performance indicators (KPIs) for a company's customers, suppliers and partners.



To do so, the raw data from the different source systems must be collected, validated, summarised, enriched and converted, if applicable, in order to extract meaningful and high-quality information from it.

The information processed in this way must, in accordance with the individual requirements and access rights of the varying interested parties, be quickly and easily accessible, be filtered and presented differently by role and must be available at any time and anywhere.

With this excellent quality basis of information, it shall be enabled that

- **Process Owners** for the various service management processes will be assisted in monitoring and optimising their processes;
- **Decision Makers** are provided with facts relevant to their decisions;
- **Service Level Managers** are provided with the relevant performance indicators for the monitoring and potential adjustment of the agreed service level or operation level;
- **Service Managers** can access the data on the IT and business services for which they are responsible at any time;
- **Key Account Managers** gain access, at any time and in any place, to the figures regarding services that their customers use;
- **Product Managers** are provided with valid facts to base their decisions on regarding the expansion or adaptation of products they are entrusted with;
- **Heads of Service Desks** can not only evaluate and optimise the efficiency of their own Service Desk, but also assess and optimise the other departments, Service Desks, help desks or hotlines of third-party suppliers involved in the support process;
- **Supplier Managers** have available performance indicators regarding suppliers and outsourcing partners.

Axinos Business Intelligence for Service Management

Axinos solution encompasses not only the steps necessary to produce the relevant information from raw data, but also the suitable presentation and distribution of information to users.

► Extraction

The first step of data processing focuses on the exploitation of relevant data sources with the help of SAP BO Data Services. The BI solution must cover all possible sources of data through high-performance, flexibly configurable and robust standard adapters straight out of the box in order to keep integration costs low.

Axinos solution stands out due to its coverage of the entire spectrum of different potential data storage types, beginning with flat files (delivered via ftp, http, web service or email), via web services, databases, enterprise applications and right up to legacy systems. Should that not be sufficient, customer-specific adapters can be implemented.

► Transformation

In the next step, the raw data is processed by SAP BO Data Services, i.e. validated, filtered, combined, enriched by further data and converted into the target format. The functions of text data processing form a particular highlight: in this way, valuable information can be acquired from unstructured text data using semantic parsing.

► Load

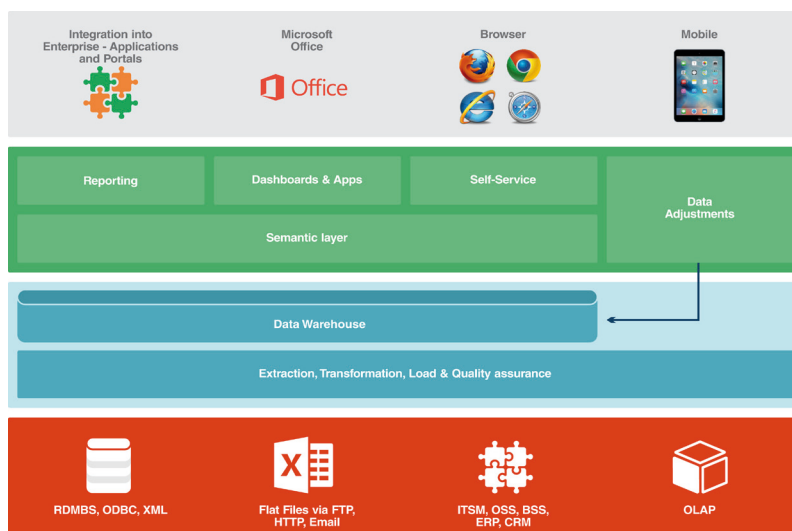
At the end of the processing chain, the target data storage device is loaded; that device serves as a central data source (Single Point Of Truth) for reports and dashboards.

► Presentation

From the centralised information and with the help of SAP Crystal Reports, SAP BusinessObjects Web Intelligence and SAP BusinessObjects Dashboards, appropriate reports and dashboards are developed, made available via the BI platform or proactively distributed.

System Components

Axino Business Intelligence for Service Management consists of the following logical tiers:



SUPPORTED DATA STORAGE TYPES

- Databases
 - HP Neoview
 - IBM DB2
 - Informix
 - MS SQL Server
 - MySQL
 - Netezza
 - Oracle DB
 - SAP HANA
 - SAP BO Data Federator
 - SAP BW
 - Sybase ASE
 - Sybase IQ
 - Teradata
 - Legacy Systems, like i.e. Adabas, IMS/DB, VSAM, DB2 UDB and Flat Files on OS/390 and OS/400
 - ODBC
- Enterprise Applications
 - JDE OneWorld & JDE World
 - Oracle Applications
 - PeopleSoft
 - Siebel
 - SAP R/3
- Generic Adaptors
 - Flat Files
 - Web Services
 - JMS
- Client-built Adaptors

THE ADVANTAGES

Axino Business Intelligence for Service Management is an open and flexibly expandable solution for use in IT and Business Service Management and more.

Axino Business Intelligence for Service Management offers a range of convincing advantages, including:

- enabling self-service access to relevant information at any time and in any place;
- improving the transparency and monitoring of processes and thereby supporting the operative and strategic decision-making process;
- providing meaningful reports and dashboard for internal users, customers and partners;
- ensuring a consistent database and transforming data into reliable information;
- assisting in the development of efficient knowledge management.

Data Sources

This tier represents the different ITSM/BSM systems, OSS/BSS, databases, documents or other data sources from which the relevant data can be extracted and imported.

Business Intelligence Platform

Valuable information is extracted from the raw data and processed using SAP BusinessObjects Data Services.

SAP BusinessObjects Data Services consist of design-time and run-time components, such as the graphic designer, to create, test and carry out ETL jobs (including mappings, transformations, and management logistics), the job server, the processing engine, the central repository and the web-based administration interface for administering all resources, services and adapters.

After the data has been processed, the focus in the second stage is on the analysis and presentation of data. In this step, SAP BusinessObjects Enterprise enables flexible and easy access to information that can be visualised via reports and dashboards.

SAP BusinessObjects Enterprise consists of different subsystems, such as the central repository, security and auditing features, the processing layer for the generation of reports and a web-based central management console.

Users

Users can access reports and dashboards via different paths: via the internet, through office integration or via mobile devices.

The information, dashboards and reports produced by the BI platform can also be seamlessly integrated into company applications or enterprise portals.

Axino Business Intelligence for Service Management makes an effective contribution to increasing the productivity of your processes and lowering costs, as well as supporting the quick adaptability of your services to changing boundary conditions.



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AXINO SOLUTIONS

The Axino Group, consisting of Axino Solutions GmbH in Germany and Axino Solutions AG in Switzerland, is a leading-edge provider of communications solutions and services worldwide. Based on innovative software the company designs, develops and implements comprehensive customer-specific IT solutions in the fields of Enterprise Service Management (ESM), Enterprise Asset Management (EAM) and Mobile Solutions, IoT Solutions as well as International Carrier Business Support Systems with customer focus on automotive, energy, pharmaceutical, retail, telecommunications, as well as public municipalities and government entities.