

Epicor ITSM Business Intelligence

Using comprehensive operational data stored within Epicor ITSM, Epicor ITSM Business Intelligence (BI) provides your team with accurate, complete and clear information in support of better decisions and a more productive IT service. You can easily enhance visibility, effectively measure results, and manage performance, while improving your IT infrastructure's efficiency and effectiveness.

IMPROVE YOUR SERVICE ORGANIZATION THROUGH BETTER INSIGHT WITH EPICOR ITSM BI

In addition to the extensive standard reporting capabilities of Epicor ITSM, the new BI solution offers integral and complete analytics, suitable for all your organizational layers and based on latest Microsoft® technology.

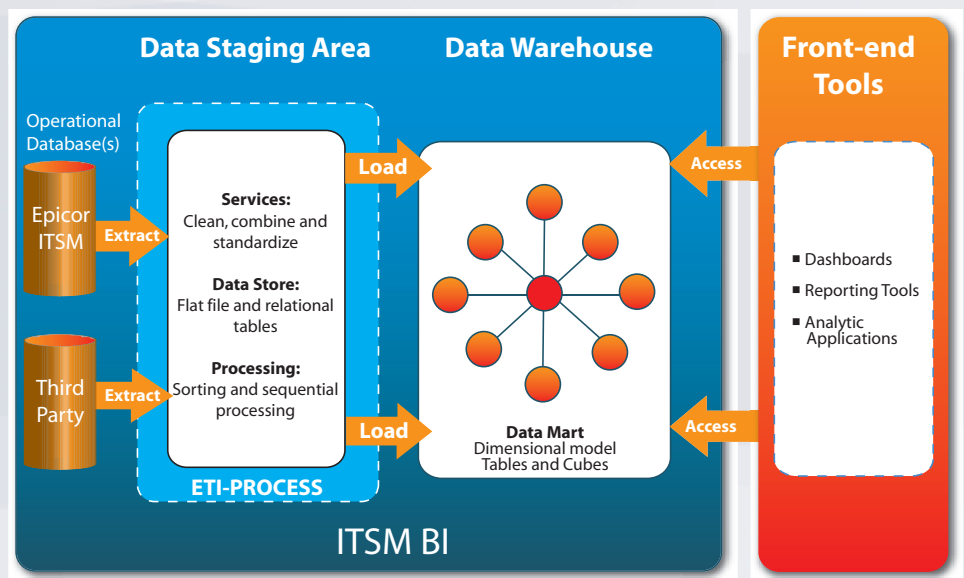
During operation, Epicor ITSM creates a tremendous source of valuable (historical) information. Epicor ITSM BI now provides you with an ideal means of accessing the exact information you want, which you can then use to optimize your service and support processes. It enables you to perform a variety of (trend) analyses based on accumulated history. It also provides a very detailed overview of your service organization's performance and equips you with an extremely flexible instrument for creating dynamic reports independently.

INFORMATION AVAILABLE 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 and secure access to key performance indicators (KPIs). And even the need for BI within smaller companies is undeniable. Epicor ITSM BI has no restrictions on size or audience and is equipped to support the management of all types of IT organizations and organizational layers in decision-making.

LEVERAGING ADVANCED TECHNOLOGY

Epicor ITSM BI leverages Microsoft® SQL Server® 2005 (currently the Enterprise Edition) Analysis Services (SSAS). This product combination makes BI easily available to IT organizations who are concerned with internal or external service and/or support. Through the use of standard technology, Epicor ITSM BI dovetails with all the common reporting, analysis and dashboard tools available today, including those from Epicor and Microsoft, like BI Web Parts and Excel®.



Epicor ITSM BI uses the standard extract, transform and load (ETL) capabilities of Microsoft SQL Server Integration Services (SSIS) to create a comprehensive data warehousing environment.

- Data Warehouse (SSAS)
- Initial load of existing history
- ETL process (SSIS)
- Dimensional model
- OLAP cubes
- Trend analyses
- Drill-down on categories
- Drill-down on organizational hierarchies

- Key performance indicators (KPI) and management
- History tracking based on slowly changing dimensions
- Historical comparisons based on slowly changing dimensions
- Highly extensible with support for import from other solutions
- Extensive audit logging

SYSTEM REQUIREMENTS

- Operating system: MS Windows 2003 server with latest service packs and updates
- Database system: MS SQL server 2005 with latest service packs and updates
- Epicor ITSM version: 2007 or higher

- Processor: Pentium 4 calls or better; dual processor recommended
- Ram: 2GB RAM

FLEXIBLE AND EXTENSIBLE

Once you have Epicor ITSM in daily use, you will be able to use the accumulated historical data collected for an initial load of information into the data warehousing environment. During installation of Epicor ITSM BI it's possible to enter a "start-from date" in order to load the data warehouse with historical information as required. In subsequent operation, the data warehouse is automatically loaded on a daily basis by means of the extract, transform and load (ETL) scheduling process.

Using Epicor ITSM in combination with Epicor ITSM BI makes it possible to collect related information from other data sources for use in your reports and analysis as well, for example, to include information from your system management tool, or Epicor ERP solution.

If bespoke work is incorporated in your Epicor ITSM solution, this will not obstruct the operation of Epicor ITSM BI in principle, although the ETL process may need to be co-ordinated with it.

BETTER IT INSIGHT – BETTER IT DECISIONS

A well-functioning IT infrastructure is essential for the quality and continuity of business processes within an organization. Epicor's ITSM Business Intelligence software will enable IT departments to find, analyze, and share key reporting metrics - spending less time finding performance data for faster and better informed decision making.



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