The ROI of SMI 2011

SMI 2011 is the operational reporting solution for HP Service Manager, putting the power of reporting in the hands of the people who need the data; end users, process owners and managers.

SMI 2011

HP Software
Certified Application

SMI 2011 is a cost-effective solution, with a low cost of ownership. It can be easily and effectively managed by existing resources, without the need to bring in new specializations. Everything from management of the back-end operations through to custom report-building and distribution, is designed to be easy to maintain and hassle-free.

A low-cost solution with a high value

SMI 2011 is a low-cost purchase, and can be implemented extremely quickly. It ships with more than fifty fully customizable startup reports that allow you to start making the most of your investment from day one.
Because SMI 2011 is a self-service solution, there is no need to hire a specialist report writer, or rely on the resources of a dedicated BI team. Existing staff are fully trained - as part of the standard SMI 2011 implementation - and equipped

to begin creating their own custom reports through our intuitive, drag-and-drop front end.
They don't need to understand the data model of the HP Service Manager database, or know anything about writing SQL statements. SMI 2011 matches the terminology they're used to from HP Service Manager and makes it easy for end users to create powerful, complex reports with just a few clicks.

A true return on investment

SMI 2011 makes it easy for you to recoup the cost of ownership by giving you the powerful, evidence-driven metrics to eliminate process bottlenecks in your IT organization, and start saving real money by improving performance, and driving customer-focused process improvement initiatives.

SMI 2011 gives your organization operational transparency, allowing you to identify areas of wasteful mismanagement, justify your budgets, and target further investment to areas with most potential for improvement.

Because SMI 2011 is a true self-service solution, process owners are able to create their own reports, and, based on the results of those first investigations, immediately dig deeper, or adjust the scope of their inquiries. The end result is that true insight into ITSM performance is achieved exponentially faster, with no reliance on outside resources, and no costly delays while reporting requirements are translated into technical specifications.

SMI 2011 not only unlocks all the data in your HP Service Manager environment, but also includes pre-defined calculations and filters - like *Accountable time*, *First line resolution* and *Successful changes* - that give you a head start in understanding the importance of the data you uncover.

A look at the alternatives

SMI 2011 is not the only way to get data out of HP Service Manager, but it is the most cost-effective.
Using Crystal Reports means hiring a full-time technical report writer, who can understand the functional requirements of your reports, understand the data model of your HP Service Manager implementation and bring the two together, a process that will take time and is prone to error. Farming the work out to a separate BI team working across business areas will only increase delays and errors, and further separate the report creator from the subject matter being reported on.
Setting up your own data warehouse might seem like a logical solution, but the annual cost of a resource to manage the system could be more than you would spend on a one-off basis for a solution like SMI 2011, which has none of the teething pains of a homegrown tool, and includes added-value functionality like the startup reports and pre-defined calculations. And when there's an upgrade to HP Service Manager or if something significant changes in the data model, you may end up having to rebuild the entire data warehouse from scratch.
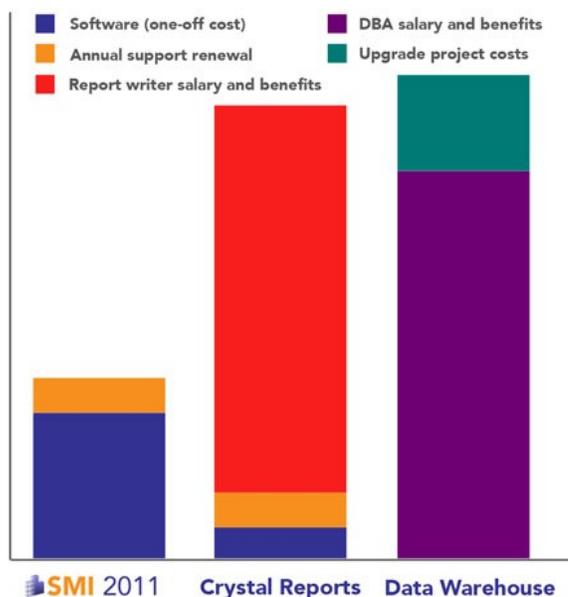
SMI 2011: dollars and sense

SMI 2011 is the ideal investment: low risk with minimal outlay and high rates of return. An investment in SMI 2011 means an investment in the efficiency, transparency and, ultimately, the viability of your IT organization.

About Westbury

Established in 1998, Westbury is the worldwide leader in reporting solutions for HP ITSM platforms.

Westbury pioneered the principle of Service Management Intelligence, which puts the power of self-service reporting in the hands of those who need it most: process owners, IT managers and decision-makers.

Service Management Intelligence allows IT departments to make informed decisions, and prove the value of IT to the business.

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