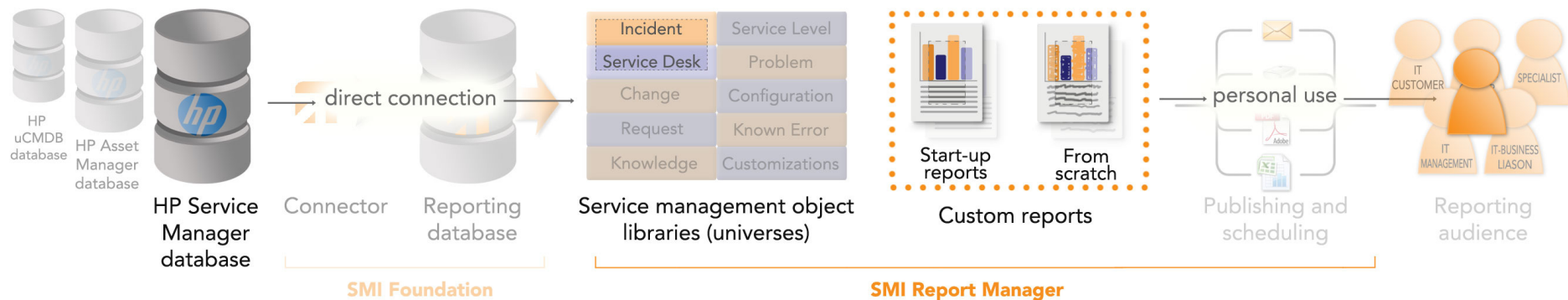


Limited edition of Westbury bundled with HP SM



SMILE vs SMI 2011 architecture

SMILE = basic reporting on standard fields from Incident and Service Desk



SMILE ≠ a full reporting solution for HP Service Manager and its limitations include:

- No access to user defined fields/tables
- No access to data from Clocks, Activities etc.
- Direct reporting against HP SM database
- Partial Inc and Serv Desk objects
- Startup reports for Inc and Serv Desk only
- No cross entity reporting
- Desktop instead of server based
- No automated scheduling of reports
- No publishing/distribution of reports



vs.



	SMI 2011	SMILE
Application class - SMI 2011 is a solution for multiple users, allowing collaboration, advancing information sharing and sophisticated distribution.	Enterprise	Personal
Reports on all HP Service Manager processes - SMI 2011 includes universes that allow you to report on all HP Service Manager processes - Incident and Service Desk Interaction plus Change, Configuration Item, Problem, Known Error, Request and SLA.	✓	✗
Allows you to report on HP Service Manager customizations and adapt seamlessly to future changes - Customizations in HP Service Manager are a fact of life. SMI 2011 allows you to report on custom fields in HP Service Manager, and also adapts seamlessly to future customizations.	✓	✗
Access all data from the HP Service Manager database, even hard-to-get-to data - SMI 2011 lets you access every single piece of data stored in your HP Service Manager database, even complex, hard to reach data that the database stores in array fields and binary large objects. These include Clocks, Activities and Journal.	✓	✗
Runs on a dedicated, optimized reporting database for best performance - SMI 2011 runs on its own, dedicated, optimized reporting database, meaning there's no hit on the performance of HP Service Manager, even when you're running a high volume of reports.	✓	✗
Includes computed fields like clocks and allows you to create your own - All the SMI 2011 universes come pre-loaded computed field - advanced calculations created in advance for you to use, without having to figure out the math. Plus you can create your own.	✓	✗
Enterprise control of reporting lifecycles - Because SMI 2011 is an enterprise-class application, you can adopt enterprise-wide policies that determine when reports are refreshed and how their distribution is handled.	✓	✗
Automate scheduling of reports - SMI 2011 reduces the amount of time you waste on repetitive daily, weekly and monthly tasks - simply set up a report to update automatically on the timescale you specify.	✓	✗
Automate distribution of reports to multiple audiences - With SMI 2011 you can schedule the way reports are refreshed and distributed around your company - via email, shared drive or on a web server.	✓	✗



vs.



	SMI 2011	SMILE
Allows role-based publishing of reports - SMI 2011 lets you publish one single report to a wide audience, yet display different information to each recipient based on their role, or based on their response to a prompt, allowing you to use one single report in place of many.	✓	✗
Centralized repository for reports - SMI 2011 includes a centralized repository allowing you to store reports without any of the overhead or risk of local storage, and with the added benefits of granular, enterprise-wide security implementation.	✓	✗
Access from other applications - SMI 2011 includes a dedicated, optimized and comprehensive HP Service Manager reporting database that can be accessed data from other applications.	✓	✗
Includes editable start-up reports - SMI 2011 comes with a set of more than 55 start-up reports, all of which can be copied and customized without limit. SMI Lite Edition includes 25 start-up reports for Incidents and Service Desk only.	✓	✓ ✗
Drag and drop interface - When you use either SMI 2011 or SMI Lite Edition you can rest assured that no coding knowledge or familiarity with the database is required. Everything is handled through a drag-and-drop interface, using terminology that you already know from Service Manager. Note: SMI 2011 covers all modules, SMILE only covers basic Incident and Service Desk Interaction.	✓	✓
Reports on Incident and Service Desk Interaction processes - SMI 2011 and SMI Lite Edition both allow you to report on the Incident and Service Desk Interaction processes in HP Service Manager. Note that SMI Lite Edition only covers the accessible standard fields from the Incident and Service Desk modules but not customization or Clocks etc.	✓	✓ ✗

For more information about SMI 2011, please visit westbury-it.com/smi-2011/whats-new-in-smi-2011

For more information about SMILE, please visit westbury-it.com/smile