

MSP Solution for Reporting

Managing Service Levels for You

When Managing SLA's this is what is required



Correct Reports

CnTime

On Time Reports



Timely Alerts



Action Oriented



Delighted Customer

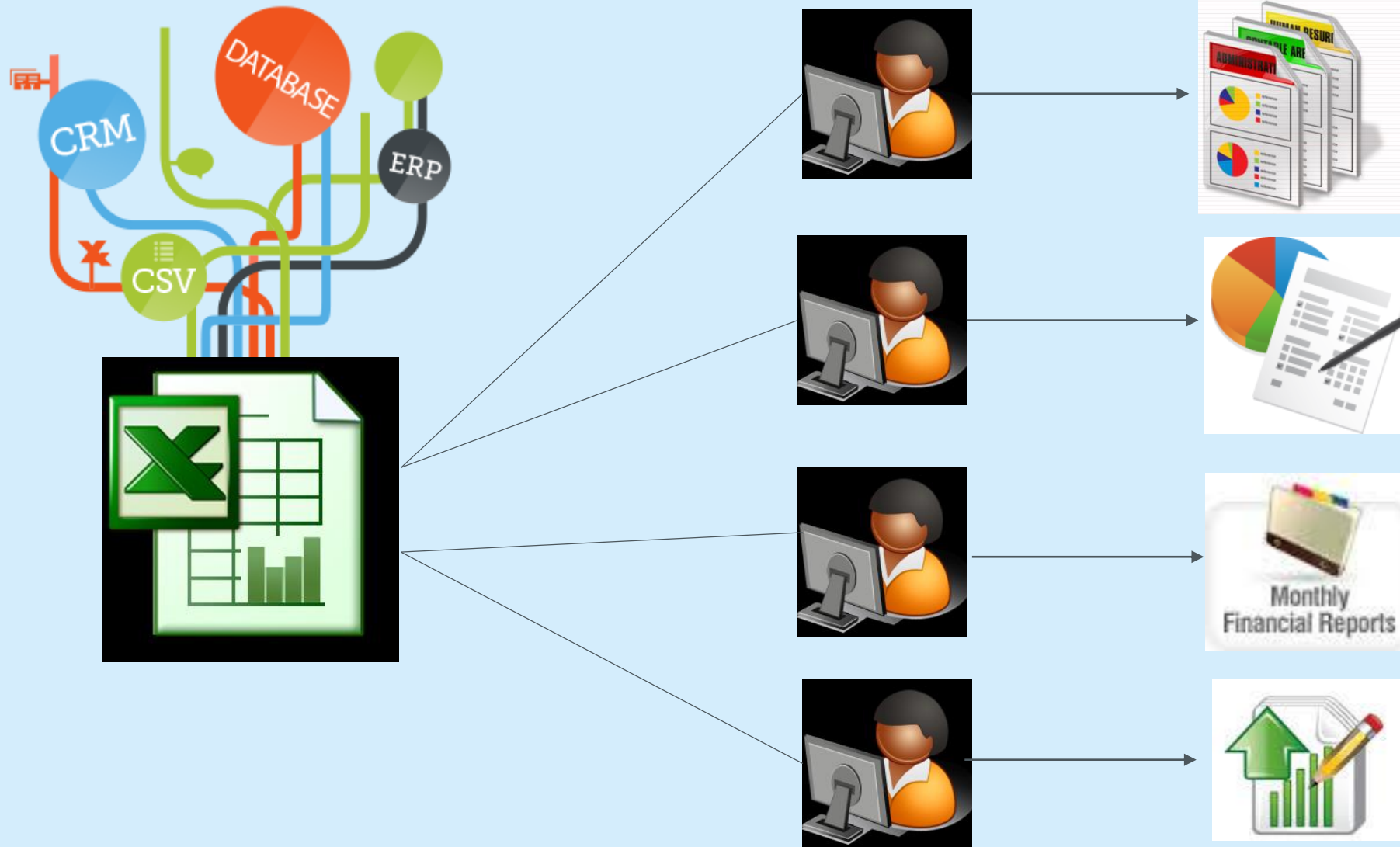


Management Happy



A Happy SLA
Manager

To achieve this - Maybe you'd do it Manually



fusionPOINT
service for success



Increasing Customers

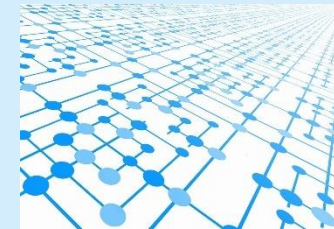


Bad Data Quality

Obsolescence

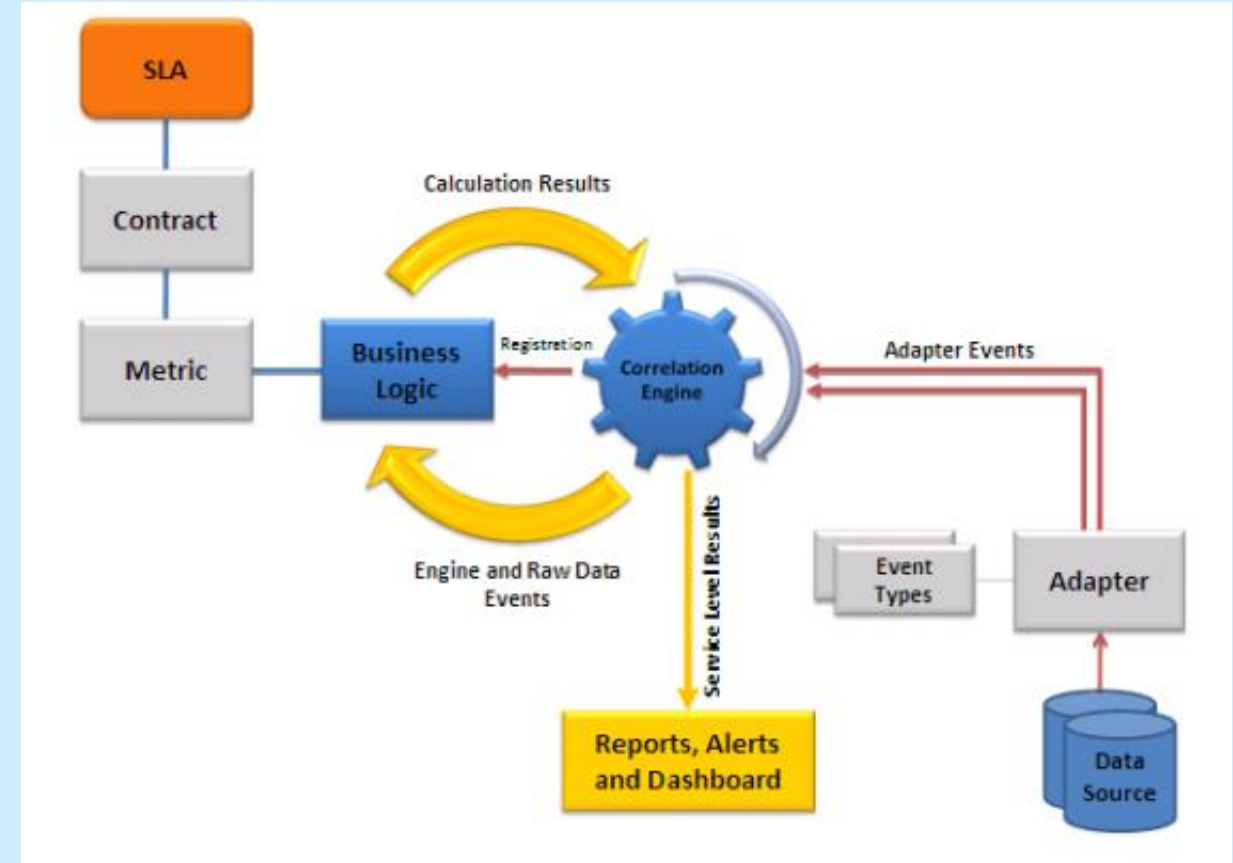


Increasing Change Requests



So maybe you'd try– An Automated SLM Tool

- ✓ Services defined according to contractual requirements
- ✓ SLAs automatically generated based on contractual specifications
- ✓ gathers, imports, normalizes, aggregates and correlates performance data to calculate the relevant SLAs, OLAs, UCs and KPIs
- ✓ Performance data is made available to existing customer system landscaper connection to pre-defined location
- ✓ Results delivered in Dashboards, Service Level Reports and Booklets, as well as Alarms for proactive actions in any required format
- ✓ All activities are tracked (audit trail) and version-controlled, providing significant value for customer or internal review session and audits



Then what about



Licensing Costs

Skills &
Knowledge



New Industry
Standards

And you Always have these questions around you

ROI?

Changes



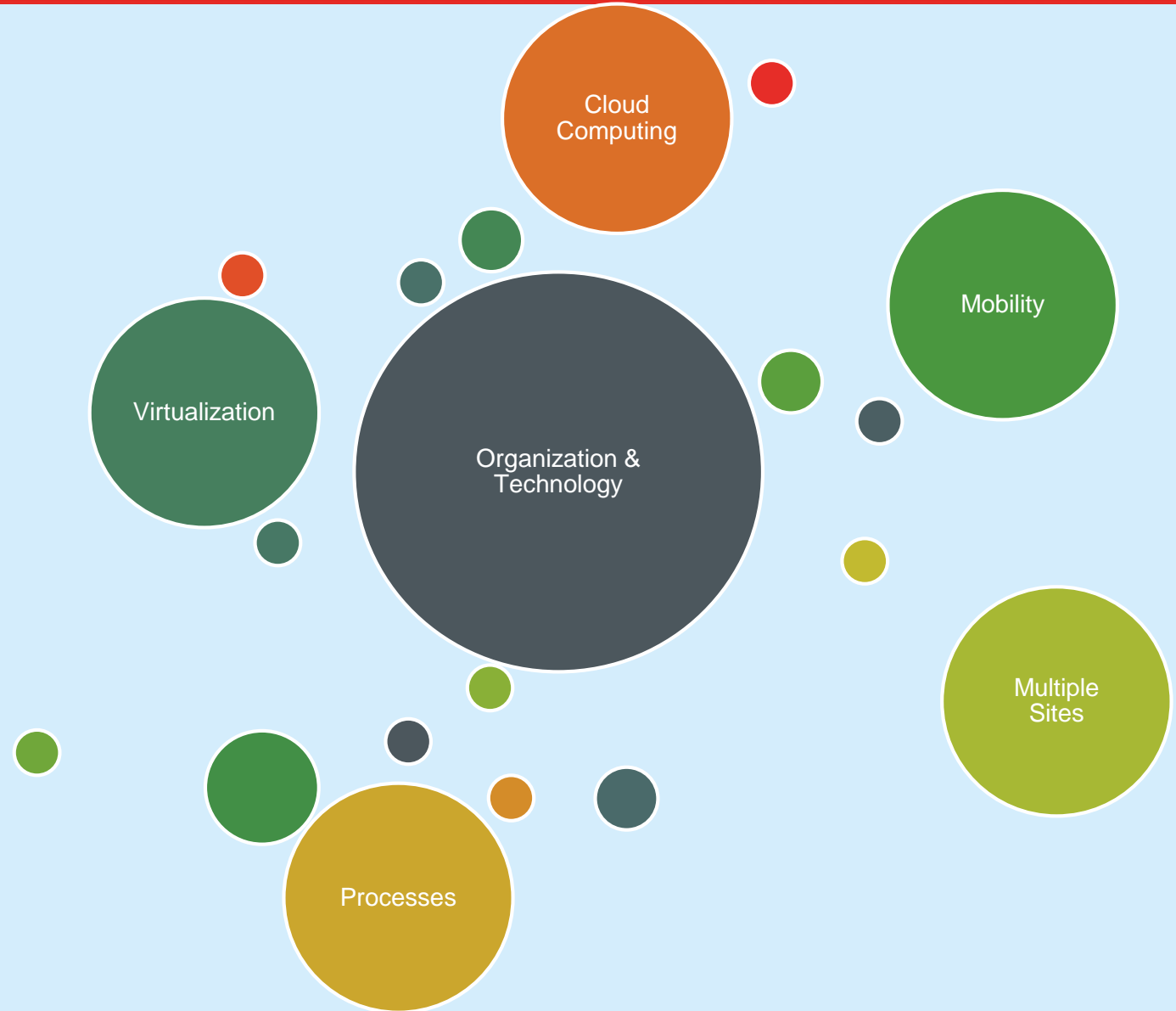
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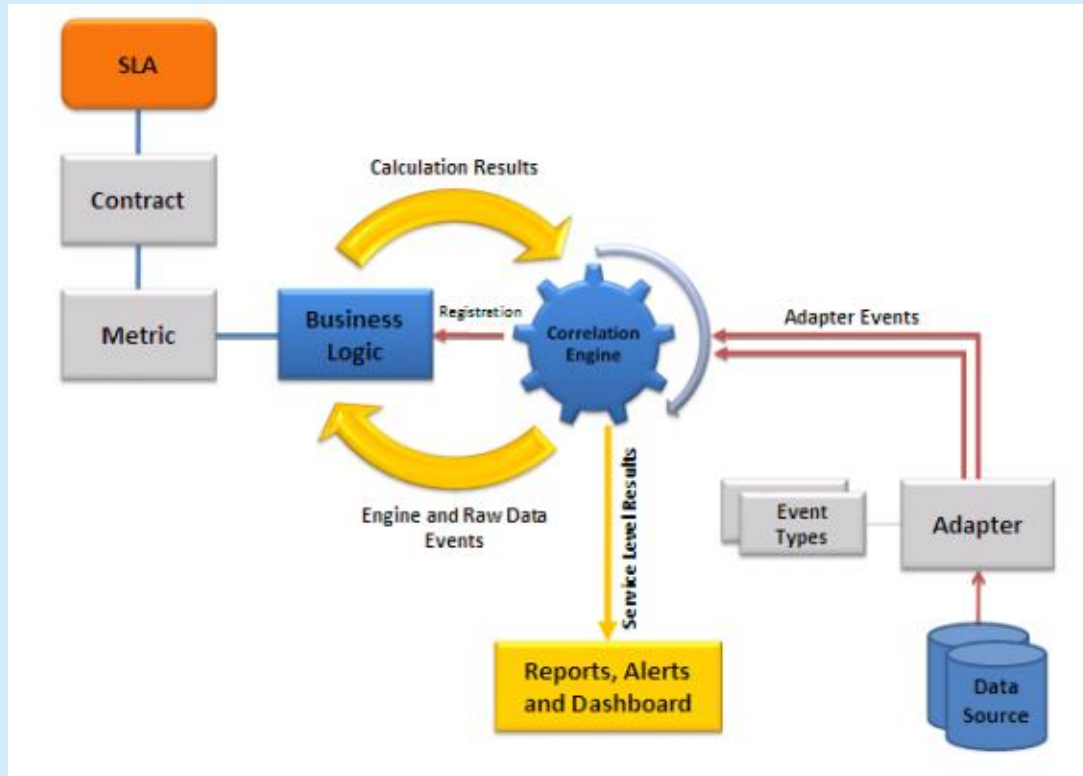
WHICH IS?
THE BEST?



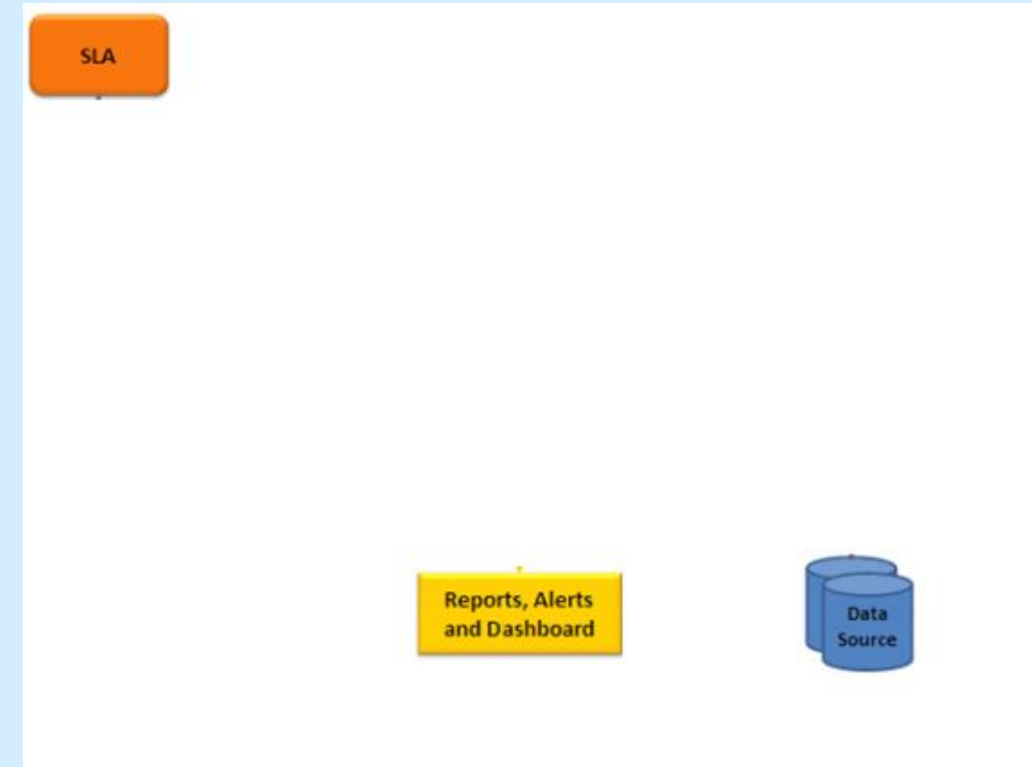
So What's Required

In a world of mobility, virtualization, and cloud computing, IT services are constantly changing. To serve the business more effectively, fusion POINT Managed Services provides a new approach to managing operations, where the emphasis is on the management of business services in a unified manner ensuring delivery of Service Management Reports and Dashboards





Transforms
your SLA
Managemnt



So the only things that needs your attention is your SLA agreement with customers, underlying data systems and the end reports and dashboards

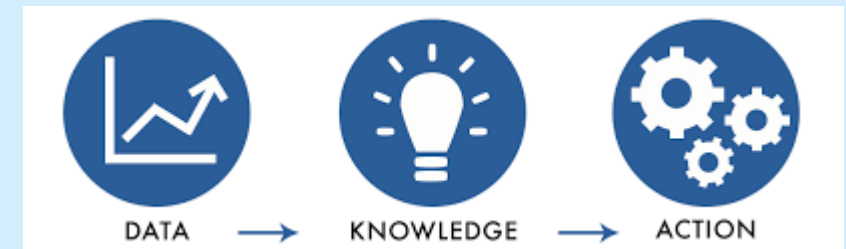
- Built on the BSI Framework
- Making things more transparent and accessible with the incorporation of essential elements in GUI
- Simplifying the process of data delivery and maintenance
- Effective and efficient Reporting
- Advanced Data and Result correction mechanism
- One stop shop for all necessary SLM activities for the customer

- BSI
- Dev-express Framework
- PostgreSQL
- Pentaho

Can be used with various technologies

Complete Control Over Data

- Upload data directly in the portal
- View uploaded data
- View filtered data
- Replace existing data
- View history of Data Loaded



Easier Data Corrections

- User can correct data through data replacement (uploading data again) or corrections on computed result in GUI
- User can view and correct data at the same time in the correction tab view
- Can also take an export for reference
- User can correct data as many times as required through self service.



Quick Access to Reports/Dashboards

- A click on Report Tab in GUI takes you to your dashboards and reports
- Dashboard can replace the booklets and if needed an export can be taken in desired format



One Stop Shop

- User will just have to login into the GUI to do all necessary operations
- GUI can be customized per customer (logos/design)

What can the user do in GUI

- ✓ Define Mapping – fields and content
- ✓ Upload Raw data
- ✓ View Raw data
- ✓ View consolidated table
- ✓ Export Data
- ✓ Reload Data
- ✓ Correct Data
- ✓ View reports
- ✓ View dashboards
- ✓ View History of data loaded

PostgreSQL or any other DB and not only Oracle

- Offering same level of performance with your choice of DB

Mapping managed in GUI layer

- Which means that the admin can map the fields and contents in the GUI itself making it transparent and visually better

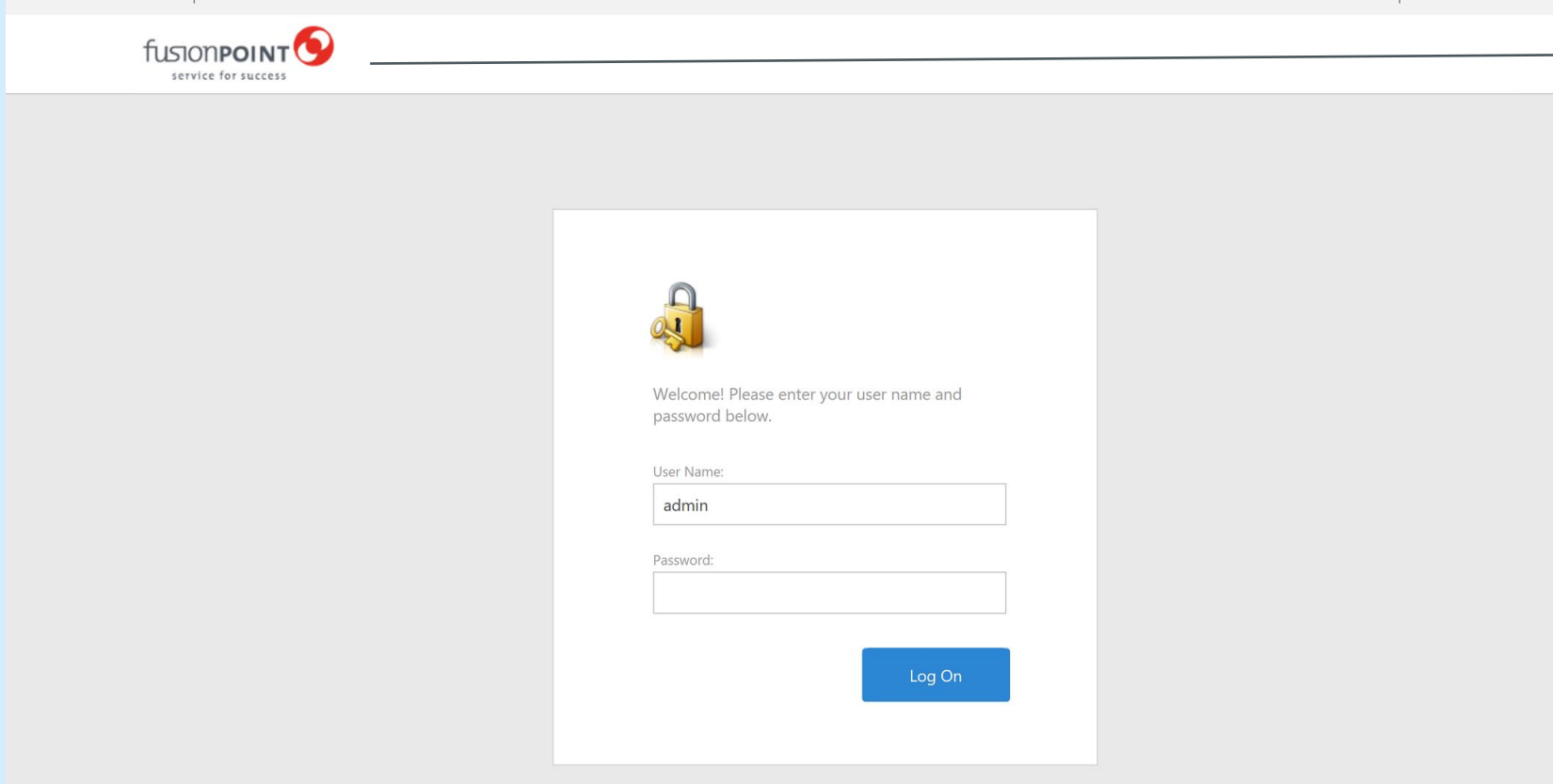
Data Correction process handled in Reporting Layer and GUI

- Allowing users to view and edit calculated tickets in GUI itself



MSP Solution – The GUI

GUI – Login Page



The screenshot shows the FusionPoint login page. At the top left is the FusionPoint logo with the tagline "service for success". Below the logo is a horizontal line. In the center of the page is a white box containing a yellow padlock icon, the text "Welcome! Please enter your user name and password below.", a "User Name:" label, a text input field with "admin" entered, a "Password:" label, an empty password input field, and a blue "Log On" button.

Customizable
Logo

GUI – Historical Data Files

The screenshot shows the 'Upload Data' interface. On the left, a sidebar menu lists 'Upload Data', 'Raw Data', 'Correction', 'Data Mapping', 'Reports', and 'Administration'. The 'Upload Data' item is selected. The main content area is titled 'Upload Data' and features a toolbar with buttons for 'New', delete, edit, refresh, and export. Below the toolbar is a table of data files. The table has columns for File, Month, Originator, Source Type, Status, Uploaded By, and Modify Date. Two rows of data are visible, both for the file '2017-06-01-11-00-13_SLA Raw Data for BSI.CSV'. The first row has a status of 'Loaded' and the second row has a status of 'Obsolete'. Both were uploaded by 'admin' on '9/19/2017 9:12:16 AM'. At the bottom of the table, there are pagination controls showing page 1 of 1 and a page size dropdown set to 20.

File	Month	Originator	Source Type	Status	Uploaded By	Modify Date
2017-06-01-11-00-13_SLA Raw Data for BSI.CSV	05/2017		Default Mapping	Loaded	admin	9/19/2017 9:12:16 AM
2017-06-01-11-00-13_SLA Raw Data for BSI.CSV	05/2017		Default Mapping	Obsolete	admin	9/19/2017 9:12:16 AM

Shows Historical
Loaded Data Files

GUI – Upload Data

The screenshot shows the 'Upload Data' interface. On the left is a sidebar menu with 'Upload Data' selected. The main area has a title 'Upload Data' and buttons for 'New' and 'Save'. Below these are input fields for 'File' (with a 'Browse...' button), 'Month' (set to '08/2017'), 'Originator' (with a dropdown and a plus icon), and 'Source Type' (set to 'N/A'). To the right is a 'Status' section with dropdowns for 'Status' (set to 'New'), 'Uploaded By' (set to 'admin'), and 'Modify Date' (set to '9/27/2017 9:29:55 AM'). At the top right are links for 'Set Start Page' and 'My Account'. At the bottom right are buttons for 'Create New Mapping' and 'Manage Mappings', along with navigation icons.

1. Click on New

2. Browse and Select File

3. Select The month

4. Select The Originator

5. Select The Source Type (Mapping)

6. Click on Save

Upload Data	File	Month	Originator	Source Type	Status	Uploaded By	Modify Date
Raw Data					N		
Correction							
Data Mapping							
Source Type							
Field Mapping							
Content Mapping							
Reports							
Administration							

<input type="checkbox"/>	2017-06-01-11-00-13_SLA Raw Data for BSI.CSV	05/2017		Default Mapping	New	admin	9/19/2017 9:12:16 AM
<input type="checkbox"/>	2017-06-01-11-00-13_SLA Raw Data for BSI.CSV	05/2017		Default Mapping	Load	admin	9/19/2017 9:12:16 AM
					Loaded		
					Mapped		
					Processed		
					Obsolete		
					Failed		

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Page size: 20

New: initial status, set when somebody uploads a file.

Load: currently only reserved for an asynchronous process for data loading in the future (currently we load directly on click)

Loaded: data 1st loaded into STA_SOURCE_DATA with field_mapping (without content mapping)

Mapped: content is mapped

Processed: data was processed by bsi, corrections can be made and reports can be seen

Obsolete: somebody uploaded a replacement delivery for this period and originator

Failed: an error occurred somewhere during the process

GUI – Raw Data

Months	Event Type	Event ID	Event Timestamp	Value Type	Value	MSP Provider	MSP Customer	Object Name
05/2017	I	REQ-104223	2017/05/09 02:20:00	CL	0			n/a
05/2017	I	REQ-104223	2017/05/03 10:28:59	TR	0			n/a
05/2017	I	REQ-109036	2017/05/30 16:36:40	CL	0			n/a
05/2017	I	REQ-109036	2017/05/08 15:44:08	TR	0			n/a
05/2017	I	REQ-109036	2017/05/03 10:52:27	TR	0			n/a
05/2017	I	REQ-109965	2017/05/18 09:09:56	CL	0			n/a
05/2017	I	REQ-109965	2017/05/11 14:09:55	RE	0			n/a
05/2017	I	REQ-109965	2017/05/11 14:09:55	SLADELAY	0			n/a

Export

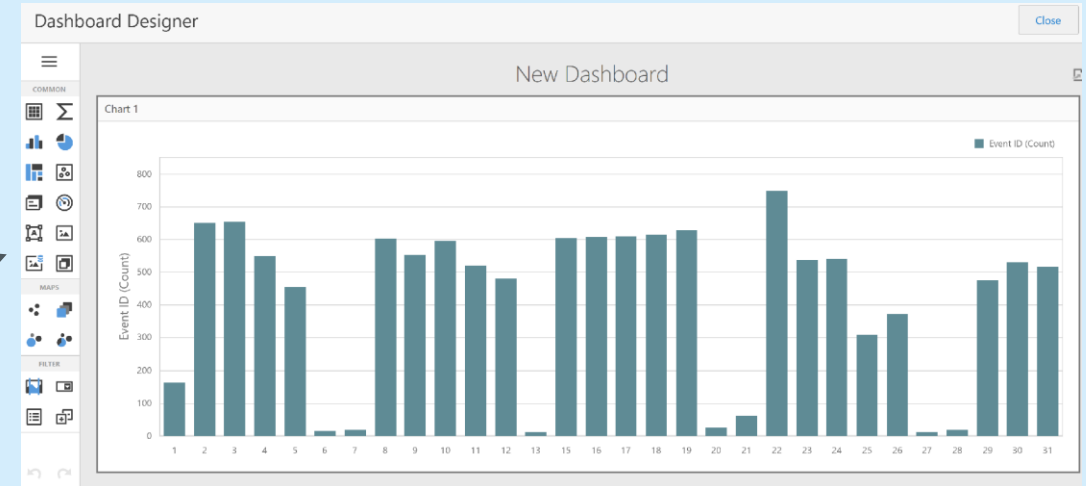
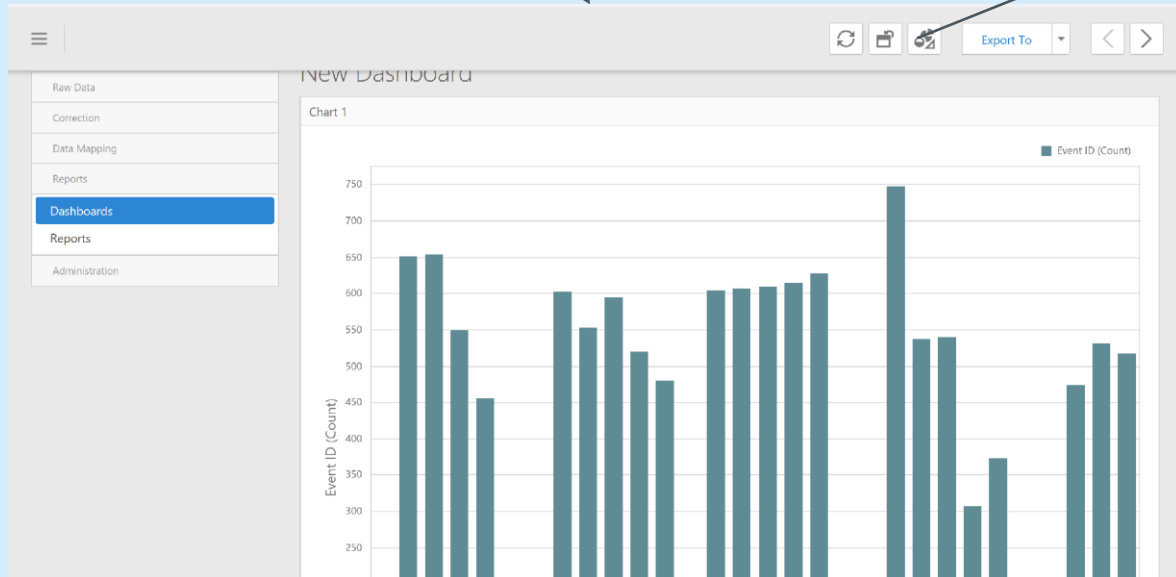
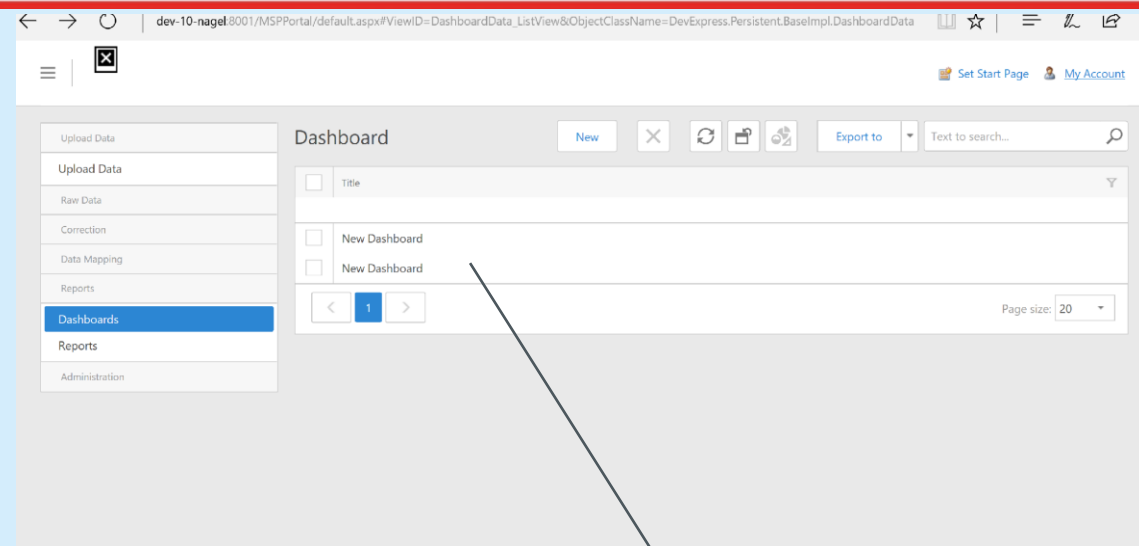
View mapped
Data Loaded

View
Consolidated
data



View the base
entities



Event
5/31/ PM
5/31/ PM
5/31/ PM
5/31/ PM

GUI – Reports



View and Design your own Dashboards

 [Set Start Page](#)  [My Account](#)

Upload Data

Upload Data

Raw Data

Correction




Ticket Correction



Data Mapping

Reports

Administration

Ticket Correction

   [Export to](#)

<input type="checkbox"/>	Customer ↑ ▾	Ticket ID ▾	Corrected ▾	Priority ▾	Category ▾	Open Date ▾	TTA ▾	TTA Duration ▾	MTTA Target ▾	TTA relevant ▾
<input type="checkbox"/>			Check 							
<input type="checkbox"/>			<input type="checkbox"/>					N/A	N/A	<input type="checkbox"/>

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☒ [\[Corrected\] Equals 'True'](#)

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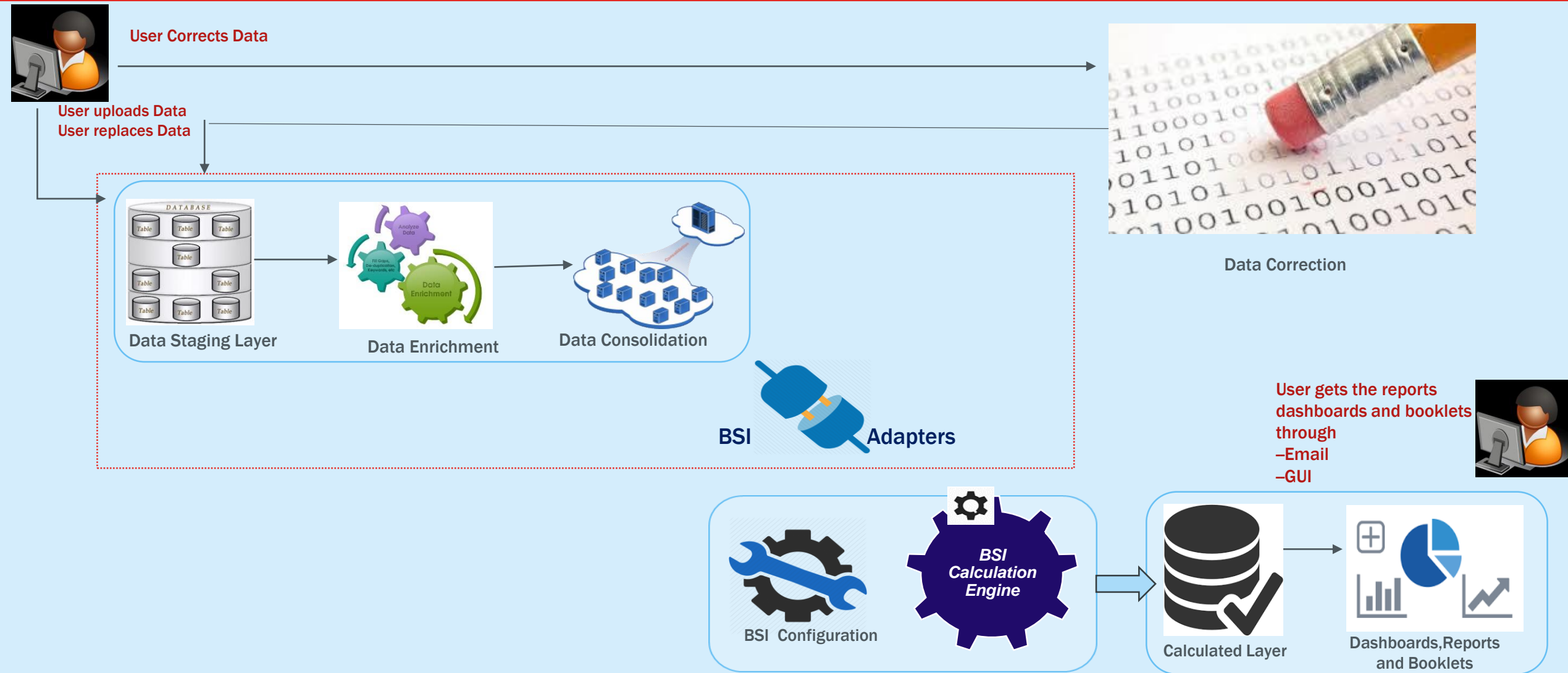
>

Option to modify

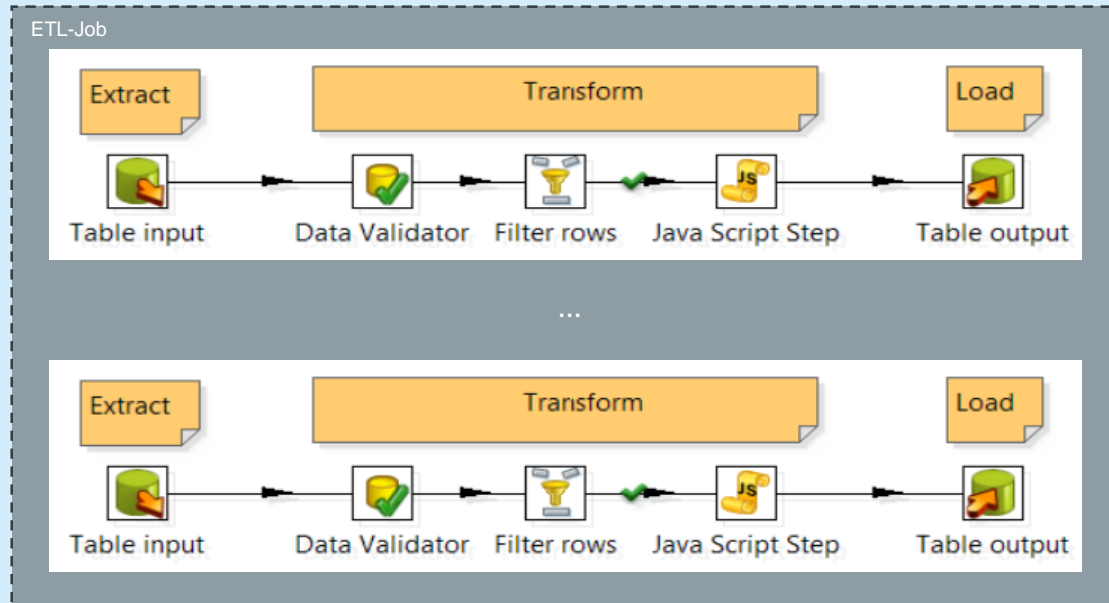
- Open Date
- Assigned Date
- Resolved Date
- Severity
- TTA Relevant
- TTA Discount
- TTA Charge
- TTR Relevant
- TTR Discount
- TTR Charge
- Comment

MSP Solution – The Design

The Building Blocks



ETL Process– High Level workflow



- **ETL job** to start successively several different PDI Transformations
- **PDI Transformations** are Extract, Transform, and Load (ETL) workflows that consist of steps linked together as shown below
- **Input step** – Ingests data into PDI (e.g. Table input step)
- **Transformation step** – Processes data within PDI (e.g. Data Validator, Filter rows, and Java Script steps)
- **Output step** – Outputs transformed data from PDI (e.g. Table output step)



BUILT OVER BSI

- With MSP solution, get a perfect integration at all layers between your enterprise data and BSI
- ETL design over BI Adapter Layer to ensure a smooth interface
- Definition of data processing rules to ensure data quality
- Data correction Layer to correct single or bulk data
- Correlation, Aggregation, filtering and enrichment of data would ensure only right and required goes into BSI system – hence ensuring performance oriented architecture
- BSI oriented design would ensure ease of user operations with flexibility and scalability
- Option to compute simple metrics from data itself
- Alerts configuration to ensure any important data events like missing data , less data , corrupt data is alerted to the right people
- Scheduled and on demand reports would ensure BSI team and SLA manager are always aware of data status
- Audit ready & accessibility with easy archival and historicizing of data

The Output - Calculations

- Highly Configurable and editable Calculated result which further can be used by various entities

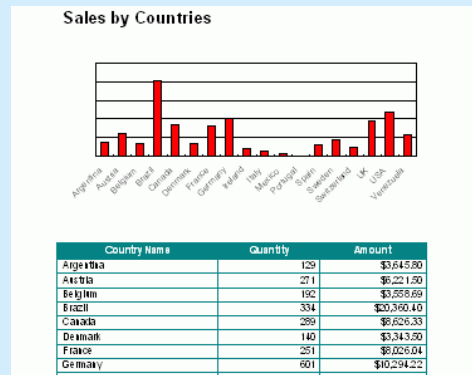


Reporting Tool

```
SELECT e.ID, e.LastName, e.FirstName, pn.Number
FROM Employee e
LEFT OUTER JOIN PhoneNumber pn
ON e.ID = pn.ID
```

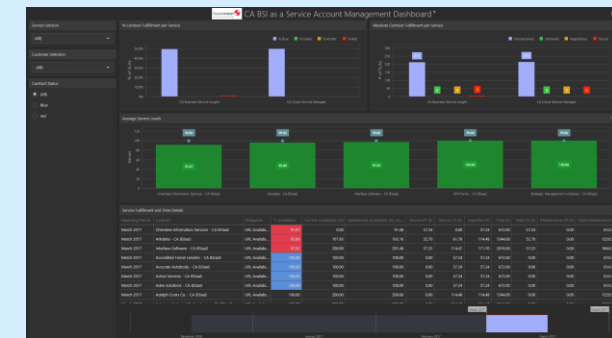
ID	LastName	FirstName	Number
1	Johnson	Joe	555-2323
2	Lewis	Larry	NULL
3	Thompson	Thomas	555-9876
4	Patterson	Patricia	NULL

DB Queries



BSI Booklets

Dashboards



MSP Solution – Why MSP

- ✓ Scale up easy and quickly as your business grows
- ✓ You need not worry about the technical complexities
- ✓ Quick integration with your existing IT system
- ✓ Data integrity issues resolved to a large extent by the Data filtering and Data correction layer
- ✓ No huge licensing costs
- ✓ Access to pre defined metrics and reports

- ✓ Easy to configure Dashboards with dynamic controls
- ✓ Not completely dependent on BSI – so could be also used for source data specific simple reporting eg. Number of tickets created in a day
- ✓ Complete support
- ✓ Reports/Dashboards and drilled down data to assist you to find the root cause
- ✓ Providing efficient executive reports and underlying data to help you devise company's management strategy

Access to a
Team of SLA
Experts

Improved
Services with a
guaranteed SLA

Properly budget
your IT services

Access to highly
resilient and
secure IT
infrastructure

Solutions
through industry
best SLM tools

No licensing
costs

Access to the
best of SLA
Catalog

24/7 Monitoring,
support &
proactive
maintenance

Comprehensive
Reporting

managing the complexity -
service for success

Thank you