

Panacea

workflow systems

www.pws-europe.com

Company Introduction

Panacea provides software tools and consulting solutions for BMC® Remedy®. Established in 1997, with 250 customers worldwide, our Workflow Studio tool enables migration/comparison between servers, aides troubleshooting & promotes Application understanding. Our consultants are BMC®, ITIL & CMDB certified, delivering solutions simply, quickly and professionally.

A Business Intelligence solution for BMC Remedy AR System

The new Business Intelligence offering from Panacea for BMC Remedy ITSM and bespoke applications allows you to leverage the power of the data in your Remedy system and, in the more advanced offerings, the power of Microsoft® Analysis and Reporting Services. The solution is a cost effective way of managing business data and provides the information necessary to make essential business decisions. The system is scalable ensuring constant access to the latest incidents, changes and other business information. Pre-defined reports offer a 1-click solution to business reporting for ITSM.

Key Features

- Simplified Data extraction & reporting from Remedy AR System via Remedy Virtual layer
- Subscriber based reports for ITSM
- Manipulate data based on your requirements using the Panacea Cube
- 1-click access to business information and real time reporting via Reporting Services

Benefits

- A cost effective way to access and manipulate Service Management data
- Provides a robust business method of accessing and managing business data across the web
- Reporting of key management data from the system including trend analysis of stored data

The full solution, leveraging Microsoft Analysis and Reporting services, is reliant on three Panacea product offerings :

- Remedy Virtual Layer (MSSQL/Oracle)
- ITSM Reports / Reporting Services (MSSQL)
- The Panacea Cube (MSSQL)

Remedy Virtual Layer

Using Panacea's knowledge of the Remedy meta-data our virtual layer takes any Remedy application and converts the structure to be usable by any reporting tool. It handles enumerated values, date /time data and join information. The virtual layer can be used on MS-SQL and Oracle® Databases.

Remedy Virtual Layer (continued)

Using the Remedy Virtual layer avoids the historic difficulties in reporting against Remedy applications by allowing any ODBC, OLAP or MDX based application the ability to query Remedy data. The abstraction layer converts the underlying Remedy structure into a format where complex joins can be created directly against a readable structure without the Remedy ODBC driver. The Virtual layer can be quickly generated so any changes are picked up simply and easily.

Reporting Services

Once the Virtual Layer is in place you can harness the power of any OLAP, ODBC or MDX compliant reporting solution. These include Microsoft's Reporting Services which can deliver reporting to the business over the web, via SharePoint® and in MS SQL 2008 using Microsoft's report builder. Because the virtual layer has converted the Remedy values, your users sees this data in a readable form. With Reporting Services on the web all users can have access to dynamic reports.

ITSM Reports

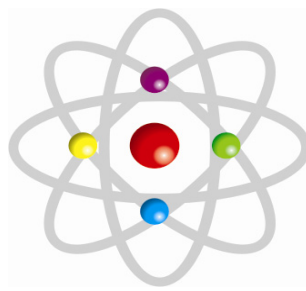
Panacea provide a selection of core reports for the out of the box ITSM applications on a subscription basis. All reports have been designed with the manager in mind. The subscription model gives you a set of reports you can use straight away and an option to request more from Panacea, allowing customers the power to shape the subscription reports. Alternatively we can provide consultancy to deliver tailor made reports for your business immediately.

What is the Panacea Cube ?

The true power of the Business Intelligence solution lies within the Panacea Cube. The Panacea Cube is an OLAP compatible cube built within Microsoft Analysis services, which gives a data structure that allows fast analysis of data. The arrangement of data into cubes overcomes a limitation of relational databases. Although many report-writing tools exist for relational databases, these are restricted when the whole database must be summarized, sliced and diced.

The Panacea Cube has been created against the current BMC ITSM application tables and provides the capability of manipulating and analyzing data from multiple perspectives. However using our Virtual Layer in tandem with Microsoft's Analysis Services we can build a cube over any Remedy Application.

Business Intelligence



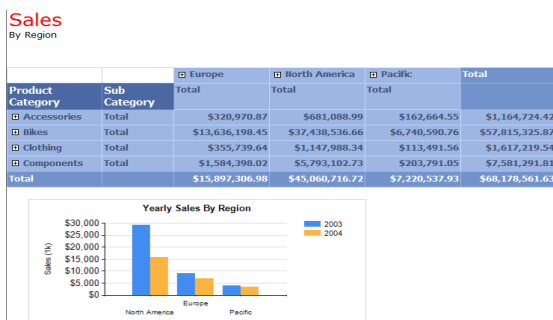
Benefits of using the Panacea Cube?

Data Extraction

The Panacea Cube allows your business to extract data from the Remedy AR System using Microsoft Reporting and Analysis tools. Managers will have instant access to all data stored within these systems at the click of a button. Data can be extracted and presented in any way allowing the user to slice and dice depending on their business needs. For example a manager may start by reviewing current open Incidents. They may then decide to split this by organisational structure and then by assignee group. With the cube they can drag and drop these additional measures and instantly see the results.

Reporting

Using the Panacea Cube users can produce reports which can be understood and interpreted by Management teams. Reports can be created by non-technical staff using an intuitive and easy to use interface and navigation. Drag and drop key data items to produce the desired report.



Trend Analysis

The Panacea Cube enables users to run reports looking at key trends from existing business data. Trends can be created using any data value within the system. This can be used to help predict future business trends (assuming conditions remain the same). This is a useful function when forecasting future business activities.

Key Performance Indicators (KPI's)

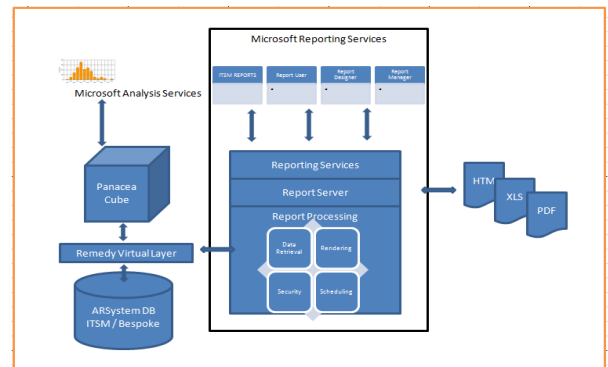
The Panacea Cube pre-defines a set of Key Performance Indicators based on ITSM 7. These KPI's can be amended based on your individual business needs. The User can also create new KPI's using the application.

Data Mining

The Panacea Cube will allow you to store, access and retrieve all data within the Remedy system using Microsoft Reporting and Analysis tools. Managers have instant access to real-time data that can be reviewed and used by non-technical staff.

Purchasing The Business Intelligence Solution :

Each option can be purchased separately from Panacea but some options have a dependency on each other, these dependencies are explained below. For current pricing on any of the options contact info@pws-europe.com or visit our website <http://www.pws-europe.com>.



Remedy Virtual Layer

Requires MS-SQL 2005 or above for MS-SQL platforms or Oracle v10 and above for Oracle. Will support any bespoke Remedy application or BMC Remedy Application.

ITSM Reports / Reporting Services

Requires MS-SQL 2005 or above and at least the Remedy Virtual Layer and Microsoft Reporting Services. Full benefit can be realised with the addition of the Panacea Cube. Reports are provided on a yearly subscription model.

The Panacea Cube

Requires MS-SQL 2005 or above, Reporting Services and Analysis Services. Also requires the Remedy Virtual Layer. Provides a fully functional analysis services Cube for ITSM. For non ITSM applications Panacea can help you build your own Cube using our Generator.