



Service Dashboard

A Powerful Dashboard, Analysing Trends and Delivering a Meaningful View of Business Services

These days, the services we offer are complex behind the scenes, and rely on a myriad of different systems working together in just the right way to provide exactly what we want. Unfortunately, these systems are always changing in some way, and unless a server falls over, we just don't find out about a service failure until customer complaints filter through – which can often take days, weeks, or even months. All the while, our revenue and reputation is taking a hit.

» **“I wish there was a system smart enough to tell me whenever a problem occurred with my service, so I didn't have to wait for customer complaints to finally get escalated to technical support!”**

Service Dashboard is the smart monitoring solution. It will tell you whenever a problem exists with your business service, enabling you to resolve the issue even before the customer complains.

This is no traditional server monitoring solution... Service Dashboard does not care about how full your disks are, or the speed your CPU is travelling at, or the temperature of your SCSI cards.

Service Dashboard just cares about whether your service is providing what you and your customers expect from it:

- You are billing customers once for each billable transaction – not twice, or not at all
- The links on your web server all go somewhere valid
- The video streams you are expecting are all present and accounted for
- The service uptime is within the agreed SLA's
- The time it takes to serve up the right content is acceptable
- There are no intermittent customer access problems
- The amount of content you sold is equivalent to the amount of content you paid for

Features

»» **Data Visualisation:-**

- Data collected is displayed using graphical traffic lights, enabling quick and easy assessment and access to more information.
- The status of a monitored subsystem is hierarchically inherited to ensure small anomalies are noticed, and a user can 'drill down' to reveal the underlying failed system.

»» **Data Collection:-**

- Service Dashboard collects information from:
 - Service Dashlets
 - File-Based Sources
 - Email
 - Direct SQL Database Queries
 - And more

»» **Alerting:-**

- Changes in the health state of a monitored item can trigger alerts via Traffic Light, Email, SMS, and traditional monitoring systems.

»» **System Integration:-**

- The creation of Service Dashlets is an easy process:
 - Usually preformed by an Administrator – no need for specific Service Dashboard training
 - Create data via any scripting method available: Perl, Shell, C, Java , Batch
- Email Integration with your internal email platform

Triggers

Service Dashboard analyses business systems data, comparing important trends and indicators to determine degrading service performance.

This application enables the creation of rules for the comparison of current and historical data from different business systems.

These rules are then used to analyse the data, comparing important trends and indicators. If something is not quite right - or even seriously wrong - an appropriate alarm is raised, a staff member is then alerted who can investigate and remedy the situation.

...and all this before Customer Services ever hear about it.

SERVICE DASHBOARD DISPLAYS AN ORANGE ALERT BECAUSE:

The number of transactions from system-x is similar to the same time last week

BUT

The billing system data shows a 20% drop



Joe staff member responds to the email alert, investigates, and resolves a problem that was causing merchandise to be inadvertently sold for €0.00

SERVICE DASHBOARD DISPLAYS A RED ALERT BECAUSE:

More than 10% of our web pages have an average load time of over 6 seconds



Joe staff member responds to the txt message alert, investigates and discovers a recent upgrade was causing problems with certain browsers

»» **How much does performance degradation or service outage really hurt your business ?**

- Customer perception
- Loss of revenue
- Customer experience
- Reputation

Improve your organisation's bottom-line profitability and end-user satisfaction: employ Service Dashboard to monitor your key business services for SLA performance and trends, and automatically alert Technical Support before Customer Services even know about any issues.