



IT Business Intelligence Solutions

Challenges Facing the C-suite

Business and user requirements are growing continuously and increasing the complexity of IT environments – all while IT budgets are being cut or at best kept flat.

To save money, many companies have turned to outsourcing but that often only makes matters worse. The CIO, CFO and CEO all see rising IT resource consumption but are now further removed from the fundamentals, with little visibility into the sources of the rising demand for processing capacity.

Making matters worse, many customers are dissatisfied with their outsourcers due to a perceived disconnect between the capacity costs they pay for and what they can bill to the customers. Efforts to analyze and report on these costs result in many extra unproductive hours attempting to analyze and report on these costs.

For their part, IT departments typically cannot match IT costs to business activities and business is not accountable for its IT costs. That means that many key business decisions are made without understanding IT cost implications, allowing IT costs to potentially grow disproportionately and get out of control.

The Solution: ITBI

ITBI is an IT business intelligence solution that provides CIOs, CFOs and IT outsourcers with unique insights into the entire IT infrastructure - all platforms - delivering information that is useful to all stakeholders and enabling the business and IT departments to make informed decisions quickly.

ITBI collects capacity and performance data from the IT infrastructure and combines these with business information such as costs, which application and organizational unit is using the resources, and for what activities. This data is gathered into a data warehouse and made available to the user through an advanced Business Intelligence reporting tool.

ITBI collects data that is easily analyzed either using the extensive set of ITBI standard reports/analysis or by reports customized using a standard enduser BI tool. Advanced technical reporting is available out-of-the-box via automated data-processing with more than 200,000 rules and policies. This creates immediate value in identifying capacity and performance optimization opportunities.

The technical data is then mapped to the user's specific application structure, organization, and related costs – providing detailed analytics into which business units or applications are using which IT resources, and at what cost. With ITBI, technical language is now translated into business terms - from MIPS/MSUs and Gbps to \$/mo.

ITBI Reporting

Critical mainframe metrics are usage-based - costs are typically determined by peak CPU usage. To reduce costs these costs, companies need to focus on what drives the peak usage.

On the other hand, distributed systems and midrange systems metrics are capacity based, and their costs are typically driven by installed capacity. For these systems, the focus is on right sizing, particularly with software licenses. ITBI reports provide these insights – for all systems. Figure 1 shows business information on mainframe resource usage per organizational unit.

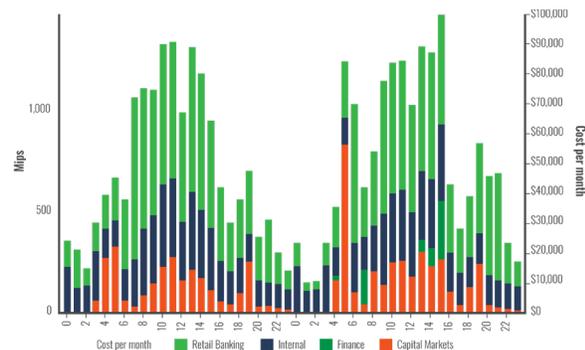


Figure 1: Business information on mainframe resource usage per organizational unit



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ITBI OVERVIEW

ITBI provides detailed insights into the whole company's complex IT infrastructure – information that is useful to all decision makers and enabling real business focused dialog between all stakeholders.

- CFO
- CIO
- CTO
- IT Operations
- Mainframe Manager
- Distributed Manager
- Contract Management
- Procurement
- Development
- Mainframe Manager

Figure 2 shows business information on distributed systems CPU usage per organizational unit.

Server rightsizing potential by business area - cost per month



Figure 2: Business information on distributed systems: Rightsizing potential by business area

Similarly, Figures 3 and 4 show technical information for mainframe resource usage per application and for distributed systems CPU usage per application, respectively.

Hourly MIPS per Workload

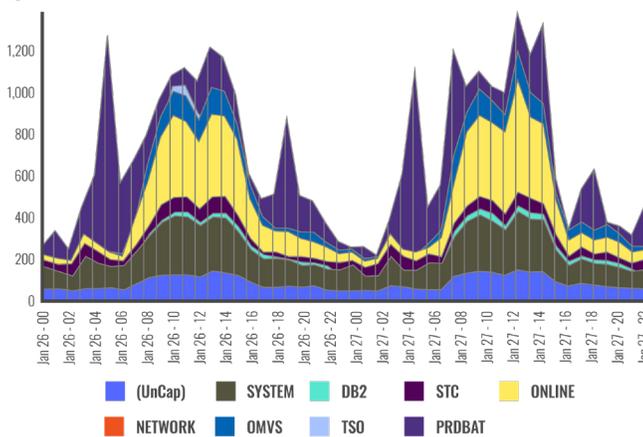


Figure 3: Technical information on mainframe resource usage per workload

Servers with high CPU utilization top 10

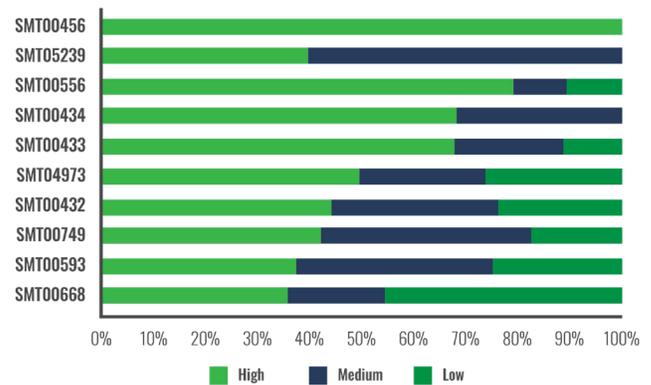


Figure 4: Technical information on distributed systems CPU usage per server

ITBI Benefits

Spend time problem solving, optimizing, planning, and reporting, rather than looking for relevant data or validating whether that data is correct.

- Gain transparency into IT operational costs
- Control capacity and costs - reduce IT capacity-related costs by 15 – 20%
- Map IT capacity and costs to applications and organizations
- Transfer IT budget ownership back to application owners and business units
- Better oversight of outsourcers and billing
- Right-size your in-house environment
- Measure the performance and capacity impact of new development and application changes
- Understand the cost impact of new technologies
- Enable fact-based decisions and dialog within DevOps
- Prepare for license audits and vendor contracts
- Identify mainframe online applications that are being impacted by increased mobile access
- Identify mainframe batch applications using excessive system resources

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