

## Data Reporting System

### NETWORK MONITORING SYSTEM & SLA MANAGEMENT

A SOLUTION FOR AUTOMATE THE MONITORING AND REPORTING OF SERVICE LEVEL MANAGEMENT (SLA) AND SERVICE DELIVERY. A BUSINESS INTELLIGENCE SYSTEM FOR CONTINUOUS AND AUTOMATED MONITORING OF SERVICES PERFORMANCE. THIS PRODUCT PROVIDES MANAGERS REPORTS OF THE SERVICES' PERFORMANCE THAT ARE EASILY INTERPRETABLE, ACCURATE AND REAL TIME UPDATED.



### SOLUTION OVERVIEW

Through dedicated web dashboards, the DRS system returns a concise and immediate picture of the performance indicators (KPI) and quality indicators (KQI) built and calculated ad hoc to allow a correct monitoring of the performance of the services provided and/or purchased, as well as business processes that have a significant impact on your company.



### KEY FEATURES

#### DATA INTEGRATION

Interface with heterogeneous data sources already present in the business reality

#### MONITORING

Monitors assets directly (via inspector / agent)

#### CORRELATION

Correlates data independent of event types.

#### NORMALIZATION

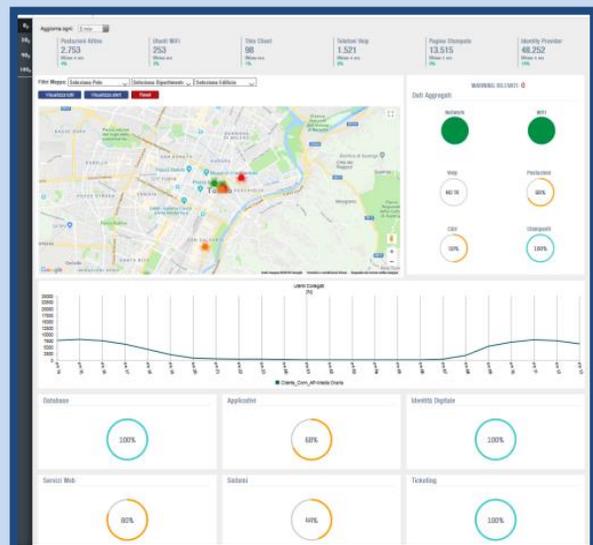
Aggregates heterogeneous data for the creation of quality indicators made ad hoc for particular analysis needs

#### DASHBOARD

Display the current view and trending of service performance and measures

#### ALERTS

Notify via sms/email when a SLA is violated





## KEY BENEFITS

UNDERSTANDING THE PERFORMANCE OF SERVICES AND PROCESSES AT A GLANCE.

Keep the KPIs under control

Resource optimization

Process improvement

Indicators and Statistics always up to date



Quick identification of any critical issues

Easy reporting

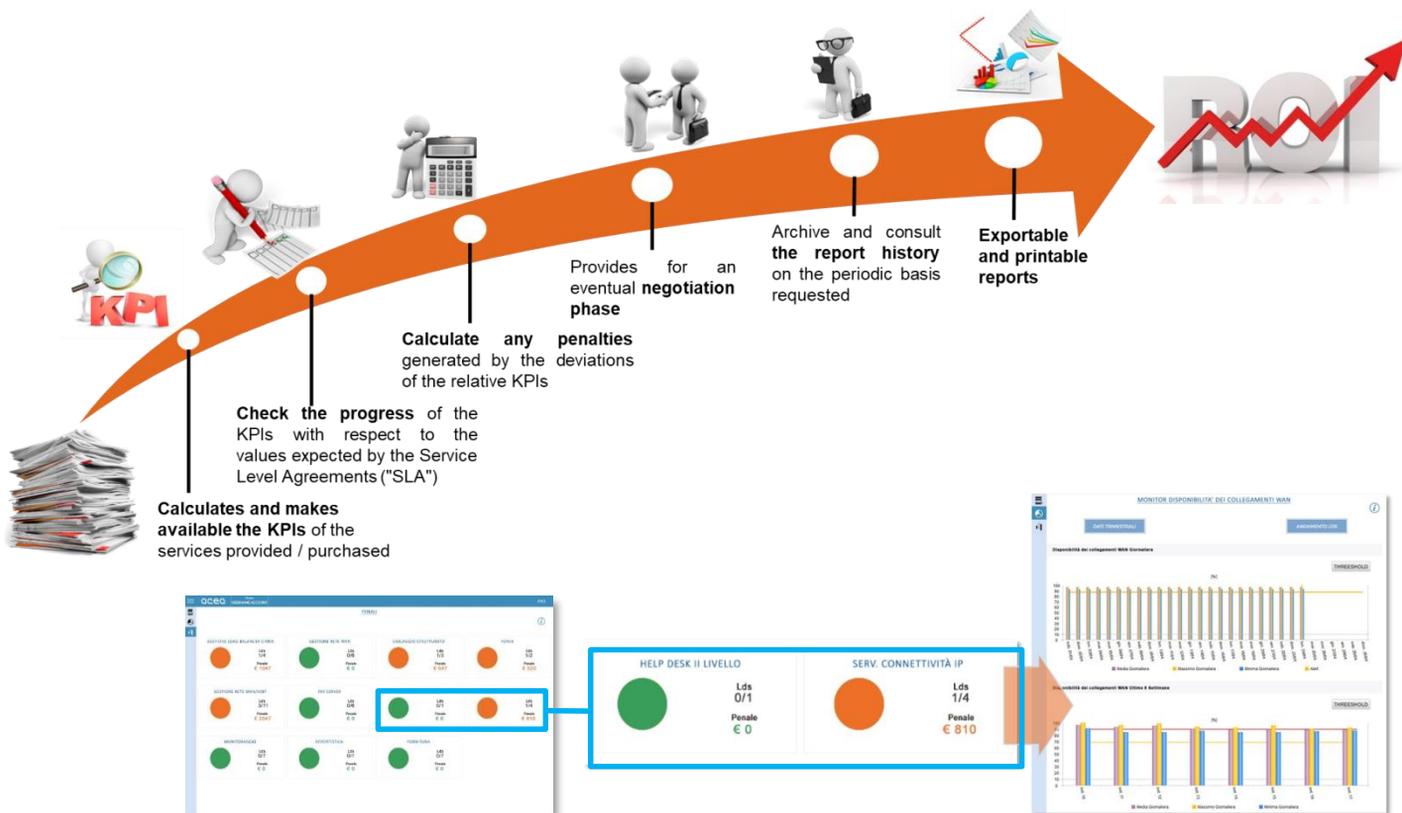
Proactivity

*Synthetic dashboard for top management*



## SLA MANAGEMENT AT A GLANCE

REAL-TIME FEEDBACK ON THE SERVICE LEVELS PROVIDED AND/OR PURCHASED.



For more information, please visit [www.cloudandpartners.com](http://www.cloudandpartners.com)



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