Business Case
Gathering data, calculating metrics, and delivering results are essential for managing IT organization and IT Service Management processes. While fact-based decisions, accountability, and continuous improvement are impossible without them, processing and managing ITSM information is often manual, complex, error-prone, and expensive.

The Solution: Column ITSM Intelligence
Column ITSM Intelligence is an integrated technology platform that provides robust, role-based business intelligence capabilities and preconfigured content for BMC Remedy ITSM applications, ITSM customizations, and custom BMC Remedy applications. No other platform has the simple, automated, and centralized tools to help you effectively manage ITSM Information:

Operational Reporting Offers Detailed Insights
A catalog of best practice, preconfigured, context-driven reports you can run from within BMC Remedy forms work equally well in the Remedy User tool and Mid-Tier. Afterward, you can export them to formats such as PDF, CSV, and XLS for offline viewing and printing.

Automated Reporting, Publishing Reduces Costs & Errors
A user-friendly, central web portal offers on-demand report access and allows you to schedule reports and then have your application automatically send them by e-mail or save them to a file system for reference.

User-Friendly, Ad-Hoc Reporting Saves Time and Effort
With Column ITSM Intelligence, users no longer need to learn Crystal Reports, SQL, or the complex BMC Remedy database to create ad-hoc reports. Instead, they can quickly and easily create reports from a recognizable list of fields and best practice, preconfigured key performance indicators.

Key Benefits
- Increase efficiency and user satisfaction by providing role-based, business intelligence capabilities. Quickly deploy reports for operations, dashboards for management, and ad hoc reporting for analysts.
- Reduce the skill-level, time, and costs to deliver management information by removing report developers from the process.
- Increase collaboration and standardization using a published catalog of preconfigured metrics calculations.
- Reduce costs and errors by automating report execution and delivery.
- Increase availability of historical information by automatically archiving reports on a central file system.
- Increase savings by standardizing on a technology platform and skill set for all IT reports and dashboards.

Contact Column Customer Support
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Flexible Dashboards Show Real-Time Performance

A catalog of best practice, preconfigured dashboards allows managers to monitor key performance indicators from many processes on a single screen and find important trends or anomalies without requesting information or sifting through reports. From a dashboard, you can drill down to summary or detail reports and then drill down from a report to open tickets in the BMC Remedy Mid-Tier.

- Lower scalability costs by deploying a site license that accommodates unlimited servers and unlimited users
- Bring together data from third-party, legacy, or internally-developed solutions into a single, trusted business intelligence platform

Best-Practice Reports, Dashboards, Metrics, and KPI's

Column ITSM Intelligence provides preconfigured reports, metrics, dashboards, and functions for BMC Remedy ITSM’s Incident Management, Problem Management, Change Management, Asset Management, and Service Level Management.

For each ITSM application, you receive ten best practice, preconfigured reports and five best practice, preconfigured dashboards as well as twenty best practice, preconfigured metrics and key performance indicators.

- Use hyperlinks to drill-through to the Mid-Tier
- Use drill down on all dashboards and selected reports
- Create your own dashboards
- Use a single location – the BMC Remedy database – rather than code to manage ITSM multi-tenancy and custom, row-level permissions
- Export reports to offline formats such as PDF, Excel, CSV, Rich Text, and Flash
- Save and reuse favorite report parameters
- Automate reports using basic intervals (every n hours, days, or weeks) or complex recurrence (time of day, day of week, month of year)
- Set dashboards to refresh on-demand or automatically at intervals of 5 to 30 minutes
- Create and save unlimited custom reports and dashboards

Technical Facts

- Embed reports and dashboards into other applications – even custom Remedy and non-Remedy applications
- 100% web-based reports run equally well in Remedy User tool and Mid-Tier
- HTML and JavaScript front-end does not require client-based Java or plug-ins
- 100% Java application server runs on Windows, UNIX, or Linux
- Database-level connection prevents performance impact on the AR Server
- JDBC, JNDI, and NetBeans can accommodate legacy, commercial, open source, and customer data sources
- Supports secure (SSL) and non-secure connections
- Site license accommodates unlimited servers and users

Minimum Requirements

- BMC Remedy AR Server version 7x
- BMC Remedy ITSM 7x Service Desk, Change Management, or Asset Management

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About Column Technologies
Established in 1998, Column Technologies is a global technology, management consulting, and services company with proven success across the public and private sectors. Headquartered in the United States, Column has offices in Australia, India, and the United Kingdom, as well as a global partner network.

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