



ITSM Analytics and Reporting

The Pentaho-based ITSM analytics and reporting solution openLIGHTHOUSE provides the IT management with all information and insights necessary in order to ensure a smooth service delivery. Management, the various involved departments as well as IT stakeholders within the company get a compact and intuitive overview of the IT services they are using. This ultimately leads to a high user satisfaction standard.

openLIGHTHOUSE allows the analysis and reporting of ITSM modules – such as ticketing, monitoring, IT documentation and system discovery. The ITSM analytics and reporting solution provides meaningful dashboards with all KPIs at a glance and offers best practices for helpdesk, monitoring as well as CMDB tasks.

Powerful self-service functionalities enable users to carry out flexible analyses and reports by themselves, without in-depth IT knowledge. Furthermore openLIGHTHOUSE includes advanced analytics functions that ensure a reliable forecasting and a proactive error avoidance.

Product features and benefits for IT-Service Provider

360 degree view

- ▶ Best practice dashboards
- ▶ Clearly structured service level and multi-provider reporting
- ▶ State-of-the-art data visualisations

Flexible analyses

- ▶ Self-service features
- ▶ Configurable interfaces to central system

Proactive measures

- ▶ Through analytics
- ▶ Overview of all relevant KPIs



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