newScale
newScale Service Reporting and Analytics

IBM

Solution Description

The newScale Advanced Service Reporting™ module within the newScale PortfolioCenter and newScale DemandCenter allows service owners to compare similar service offerings, identify the best and worst performing services, consolidate duplicate services, and standardize service components - to reduce IT service costs by as much as 45 percent. newScale Service Reporting and Analytics consists of the following modules:

- **newScale Service Reporting™** — Each newScale product includes dozens of out-of-the-box reports and key performance indicators for service volume, service level achievement and other service performance and IT management metrics.

- **newScale Advanced Service Reporting™** — This configurable ad-hoc reporting option delivers insight into detailed service demand and service team performance data, allowing service managers to drive continual improvement.

- **newScale Service Analytics™** — The analytics option provides the ability to drill down into multi-dimensional data cubes, enabling IT executives and service teams to do root cause analysis and rapidly adapt to the changing needs of the business

Features & Benefits

newScale is one of the only Service Catalog vendors that offers an advanced reporting and analytics solution to support continual service improvement. Beyond just a few simple canned reports, newScale Service Reporting and Analytics provides extensive pre-built reporting, data mart, data cubes, and in-depth analysis capabilities.

Value Proposition

Leveraging years of Service Catalog experience and proven success with enterprise-wide Service Catalog deployments, newScale has invested in a best-in-class reporting solution and developed dozens of out-of-the-box reports. newScale's drill-down analysis capabilities allow IT service managers to pinpoint opportunities to streamline processes, eliminate bottlenecks, enhance service team productivity, and increase responsiveness. They can also track consumption data, budgets versus actuals, and other business relevant metrics defined in the Service Catalog.

Company Description

newScale, Inc. is the leader in IT Service Catalog and Service Portfolio Management software solutions. With more than 1.5 million users in production, newScale is the only proven and safe choice for Global 2000 organizations worldwide. Every 20 seconds another user depends on a newScale Service Catalog to request and fulfill services - more than all other competitors combined.

IBM Segment
- Cognos

Business Function
- Service Catalog Deployments

Target Industry
- Cross Industry

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