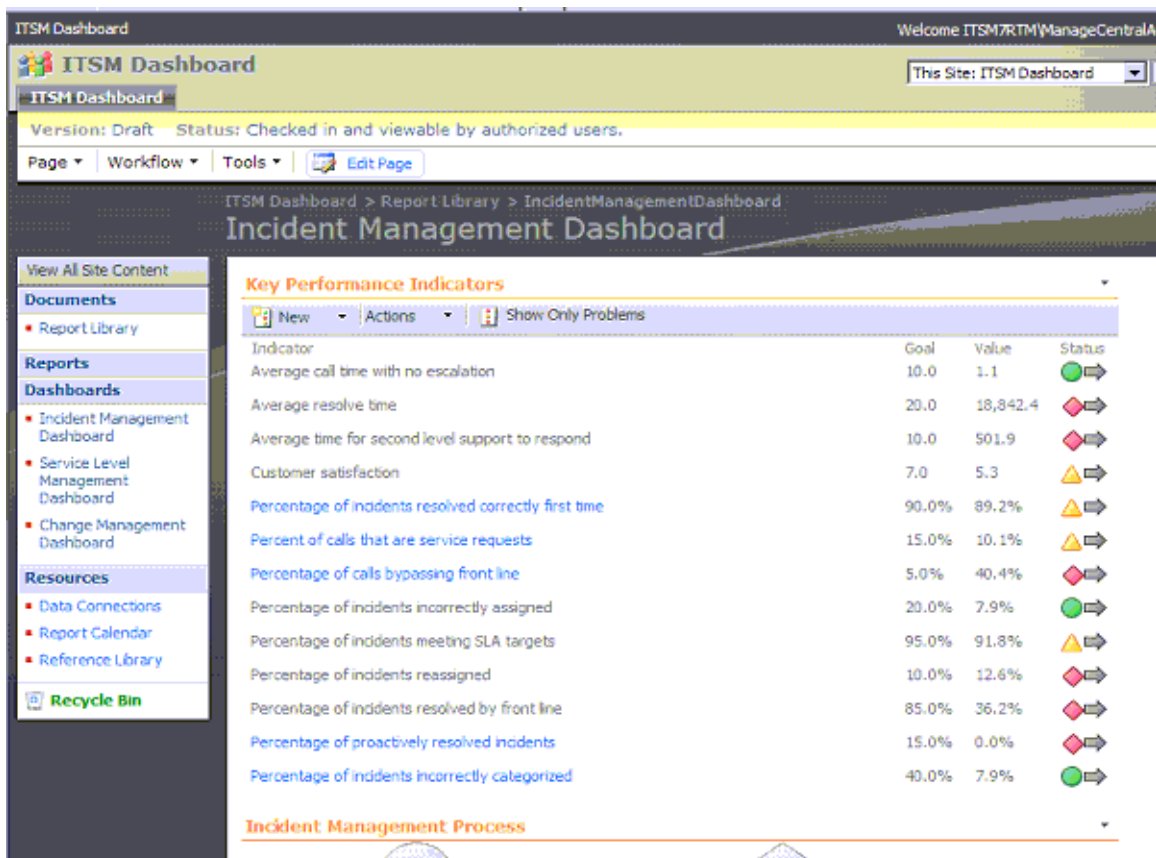




IT Prophets Proudly Announces RemMetrics Advanced Metrics for ITSM



The BMC Remedy ITSM suite is a powerful set of tracking, notification, and escalation products designed to improve IT's response to both business and technical issues. However, in today's business climate companies must establish business goals with specific quantifiable targets that can be measured and continuously improved. In order to effectively utilize the ITIL framework to manage the IT infrastructure, we believe an intelligent grasp and use of Key Performance Indicators (KPI) is imperative.

Responding to a growing need within the Remedy community for a fresh approach to both reporting and advanced analytics, IT Prophets proudly announces **RemMetrics**, powered by Northcraft Analytics' **Advanced Metrics for ITSM**. This application is designed to solve some of the following problems:

- Difficulties in designing ad hoc reports
- Current State and Trend analysis from the same reporting console
- Secure and Timely distribution of standard reports
- Inability to work with reporting data in a familiar format such as Microsoft Excel
- Designing the correct report for your various audiences

RemMetrics is fully integrated with the Remedy platform, giving you powerful capabilities in a familiar environment. This revolutionary approach is easy to use and distribute while also providing the following:

- True ITIL-based Key Performance Indicators
- Simple and Native ad hoc Reporting
- Easy Drill-through into Remedy cases (three clicks from report to specific Remedy ticket)
- Immediate remediation capabilities
- Native Integration to Microsoft Excel, Analytics, SQL Reporting Services and Sharepoint
- Ability to easily review critical/open cases on an Ad-Hoc basis with color thresholds
- Use Excel to develop ad hoc reports with a simple PivotTable interface to the robust metrics library

If you need an easy to use, affordable, advanced metrics and analytics application which will allow you to better leverage your BMC Remedy investment, please give us a call or send us a note and we will be happy to arrange a personal demonstration at your convenience.



Learn more and see a demo at <http://www.itprophets.com/index-5.html>