

TeamQuest IT Service Reporter

Software for automated reporting and simplified distribution

TeamQuest IT Service Reporter automatically creates periodic performance reports customized with a corporate logo and explanatory information, and makes those reports available to IT or business unit management. Reports can be accessed via the Web or distributed in PDF or Excel format.

Reporting

Create dashboard-style reports to communicate status at a glance and service level achievement at a glance. Reveal opportunities for improved efficiency to management.

Show which of thousands of systems in your IT operation are at risk for performance issues.

Use a drag-and-drop interface to include a logo or other graphics to personalize reports and make them look more corporate.

Add explanatory text to make your reports informational and accessible to your audience.

Use workload analysis to analyze and report how much of each server resource is being consumed by each IT service, business process, department, or application.

Use IT Resources to analyze and report the performance of IT services, combining performance data from multiple servers, applications, or other IT components.

User interface and access

Access anywhere – no client to install, drag-and-drop interface.

Use simple drag-and-drop interface to define reports.

Take advantage of a highly interactive, Web-based user interface without sacrificing usability. The user interface uses XML and Java.

Limit user access to reports that include only the performance information appropriate for that user.

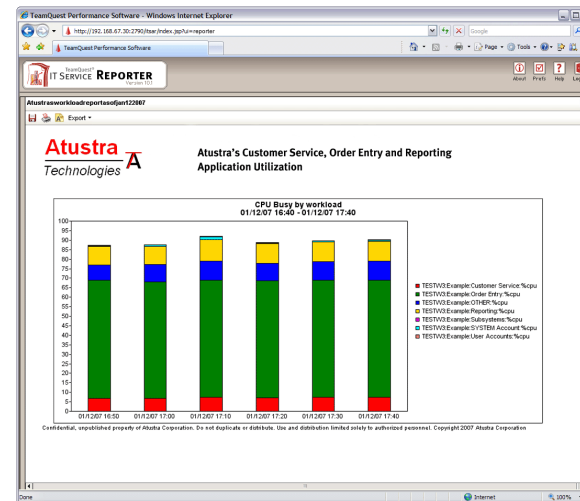
Interoperability with your own or third-party applications

Export and import IT Resource definitions from CMDBs or third-party discovery tools using XML.

Generate reports using tools such as Crystal Reports in conjunction with an optional Oracle enterprise database.

Export reports in Adobe Portable Document Format (PDF) or Excel format.

Generate alarm events and send them to third-party consoles via SNMP traps.



This report shows which services are consuming CPU on system TESTW3. The report has been edited to include the company logo, a title, and copyright information at the bottom.

Who uses it?

IT Executives
 IT Managers
 Business Managers
 IT Clients

For what?

Demonstrate IT value

Use customized management reports to show service delivery efficiency.

Report IT service performance relative to agreed-upon service levels.

Include a logo or other graphics to personalize reports and make them look more “corporate”.

Add explanatory text to make your reports informational and accessible to your audience.

Communicate IT service performance as it relates to business

Perform your analysis and reporting at a level that makes sense to IT management and business units.

Show performance by department, by user, by application, by server tier, or other business-relevant criteria.

Show where excess or insufficient capacity exists or will exist in the future

Provide a capacity dashboard revealing IT service status.

Concentrate IT optimization efforts on IT resources that affect the most important IT services.

Spot performance trends.

Performance data collection and storage

Gather performance data from a wide variety of IT components and applications. (See Supported Platforms to the right.)

Store data in a federated Capacity Management Database, with details kept close to the source and aggregated data more centralized for enterprise analysis.

Optionally store enterprise performance data in an Oracle enterprise database.

Seamlessly access data without regard to where the data is actually stored.

Scalability

Maintain TeamQuest Performance Software across hundreds or thousands of servers using a simplified policy-based administration tool.

TeamQuest IT Service Reporter comes with TeamQuest On the Web, TeamQuest Manager and TeamQuest Administration Server. The benefits listed on this page are performed by these various components.

TeamQuest IT Service Reporter user interface client

- Internet Explorer or Mozilla Firefox
- Java Runtime Environment

IT Service Application Server (serves the user interface for TeamQuest IT Service applications)

- AIX on POWER
- Red Hat Ent. Linux on x86 and x64
- Solaris on SPARC
- Windows on x86 and x64

Systems, components, and applications to be analyzed

- Operating systems: AIX, HP-UX, Solaris, Linux, Windows, i5/OS and z/OS*
- Virtual environments: POWER Hypervisor, Solaris Zones, VMware, z/OS*
- Databases: DB2, Oracle, SQL Server, and Sybase*
- Application servers: WebLogic and WebSphere*
- Web servers: Apache, IIS, and others*
- Network devices (routers, switches, etc.) via SNMP*
- Network traffic between tiers
- EMC Symmetrix
- SAP R/3*
- And more

* Capability included at no additional charge.

See the TeamQuest Manager datasheet for additional details regarding systems, components, and applications to be analyzed.

TeamQuest IT Service Reporter
Product Data Sheet

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Check with your TeamQuest representative for the latest information regarding supported platforms and versions.



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