Analytics Plus:
THE IT ANALYTICS SOFTWARE

Unified IT analytics dashboard

IT budget utilization	Avg. age of IT equipments	ROI: Last 5 projects	Outage probability	Security posture
85%	**5 years**	**78%**	**44%**	**Low risk**
Last year: 90%		Last 5 projects: 75%		Change from: Medium

IT spend analysis

☑ Ideal spend ☑ Actual spend --- Forecast of actual spend

$400,000
$300,000
$200,000
$100,000

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Outage prediction

☑ Outage probability (%) ☑ Outage duration (minutes)

30
25
20
15
10
5
0

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

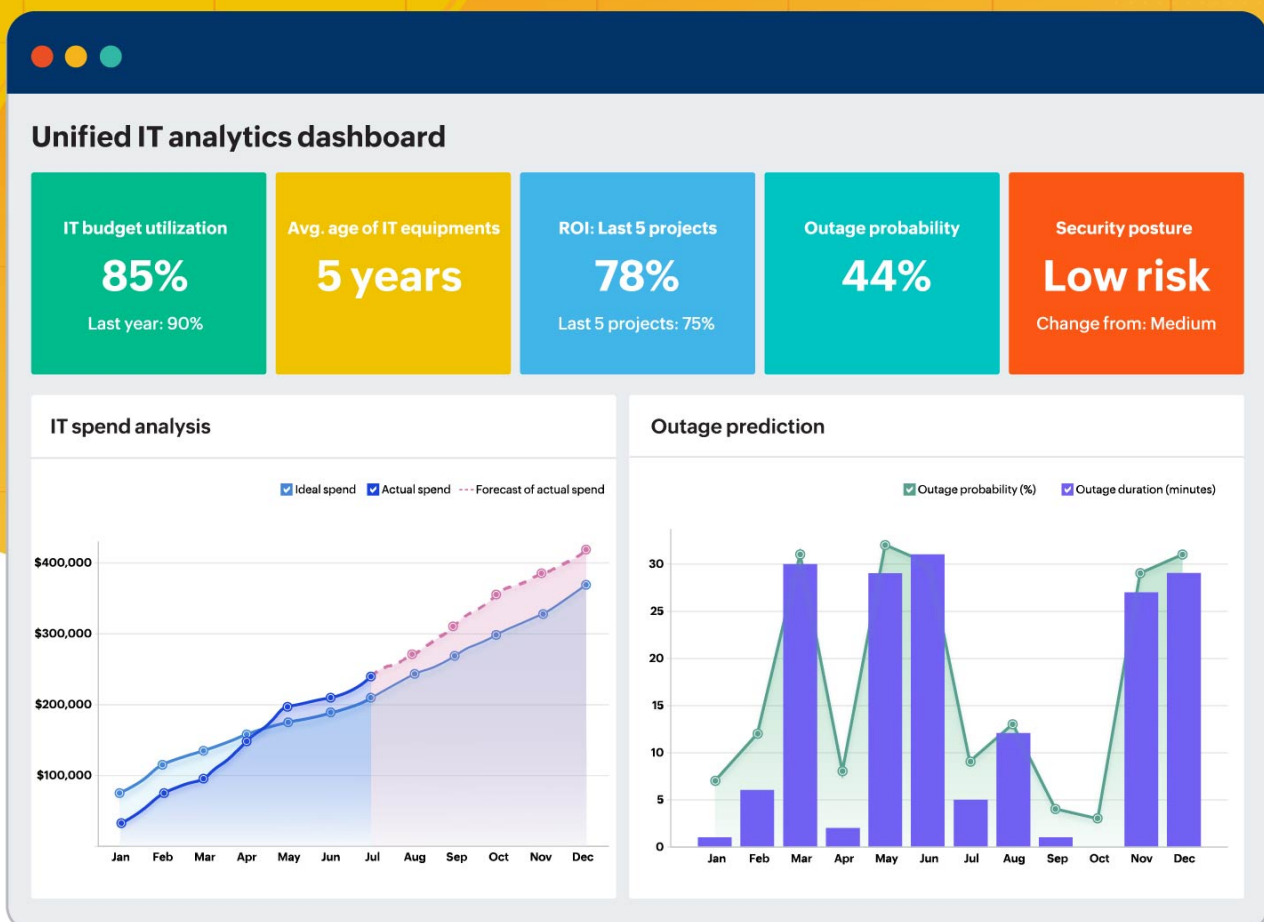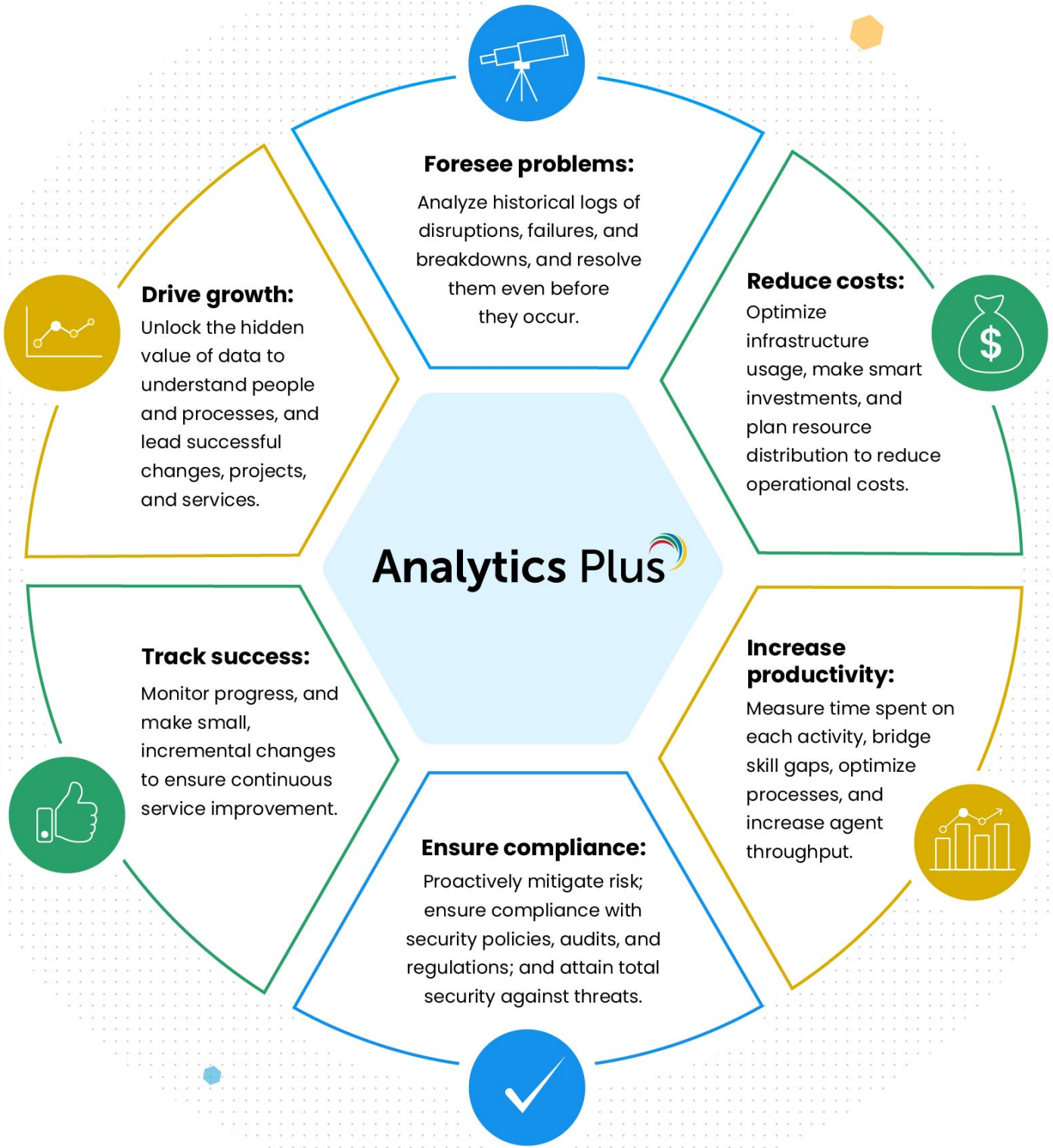**ManageEngine Analytics Plus**

Business challenge

Operational data is generated at an unprecedented rate within the organization. When put to good use, this data can help reduce costs, increase productivity, improve service quality, and boost revenue. Instead, the data now sits in siloed applications either going stale or providing basic, as-is information that decision-makers cannot use to drive positive change. Reporting, if present at all, is relegated to data analysts or database administrators, who lack context into IT's problems and issues, and who cannot connect the dots between incidents, projects, changes, and costs.
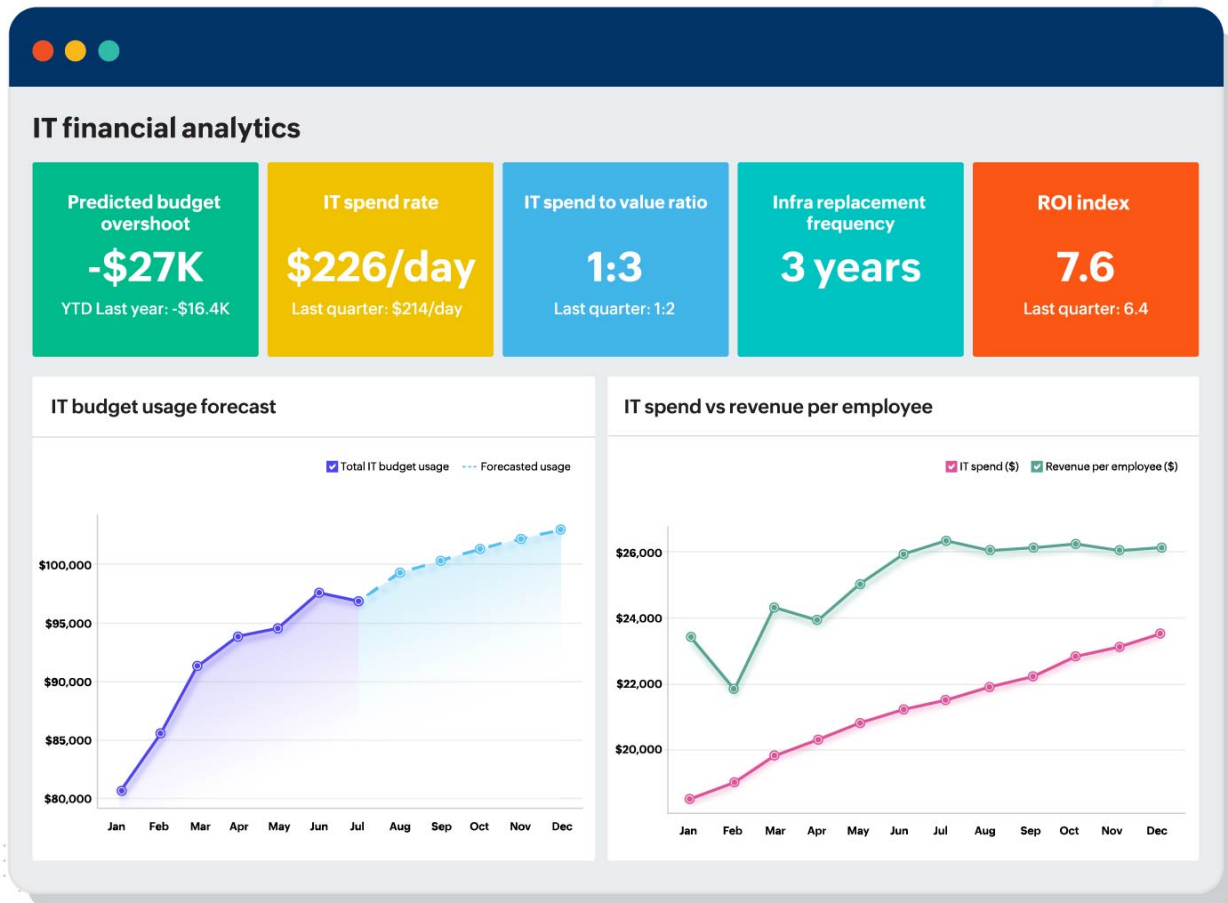
Organizations that have invested in analytics are still at a disadvantage since they lack employees with the ability to unify IT with cyber risk management, the NOC, project management, change management, IT financial management, and enterprise service management; this prevents the organization from delivering consistent, resilient, and customer-centric support services across all touch points. These organizations also lack the ability to correlate and triage events, and to tie them down to a common root cause, which sends NOC staff on a wild goose chase trying to resolve recurring problems and restore services.

Benefits of Analytics Plus

Foresee problems:
Analyze historical logs of disruptions, failures, and breakdowns, and resolve them even before they occur.

Reduce costs:
Optimize infrastructure usage, make smart investments, and plan resource distribution to reduce operational costs.

Drive growth:
Unlock the hidden value of data to understand people and processes, and lead successful changes, projects, and services.

Analytics Plus

Track success:
Monitor progress, and make small, incremental changes to ensure continuous service improvement.

Increase productivity:
Measure time spent on each activity, bridge skill gaps, optimize processes, and increase agent throughput.

Ensure compliance:
Proactively mitigate risk; ensure compliance with security policies, audits, and regulations; and attain total security against threats.

The Analytics Plus solution

Analytics Plus, ManageEngine's built-for-IT analytics and reporting solution, seamlessly unites IT data from over 200 applications and data sources to provide a consolidated view of IT. Zia, the context-aware AI-assistant, offers descriptive, prescriptive, and predictive insights, and automatically correlates issues with their root cause, troubleshoots bottlenecks, and achieves predefined business objectives. This enables IT leaders to gather insights on how to restore services quickly, improve efficiency, reduce costs, and improve customer satisfaction. Analytics Plus enables users to easily gain visibility into their IT data with features like a drag-and-drop reporting interface as well as a layout-free dashboard builder for powerful IT data analysis.

IT financial analytics

Predicted budget overshoot	IT spend rate	IT spend to value ratio	Infra replacement frequency	ROI index
-$27K	**$226/day**	**1:3**	**3 years**	**7.6**
YTD Last year: -$16.4K	Last quarter: $214/day	Last quarter: 1:2		Last quarter: 6.4

IT budget usage forecast

Total IT budget usage --- Forecasted usage

$100,000
$95,000
$90,000
$85,000
$80,000

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

IT spend vs revenue per employee

IT spend ($)   Revenue per employee ($)

$26,000
$24,000
$22,000
$20,000

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Connect to over 200 data sources

Disjointed tools used to monitor and manage IT operations such as the service desk, NOC and SOC environments, and financial management applications can leave IT with islands of rich data that don't communicate well with one another, and don't deliver any actionable insights. Analytics Plus connects with and merges data from 200 applications and data sources into a single console so IT leaders can trace patterns, identify outliers, measure progress against goals, and predict future events accurately.

Lightning-fast insights

IT teams can leverage more than 800 out-of-the-box reports and dashboards to drive service improvement, and save over 200 man-hours. The built-in analytics assistant, Zia, can crunch zettabytes of data in seconds, identify trends and outliers and alert users about opportunities and hidden threats. Zia also provides conversational insights, so anyone can ask questions and gain insights, post follow-up questions, and drill down deeper into data.

Analytics for everyone

Role-based dashboards custom-built for CXOs, IT managers, and frontline workers enable them to gain real-time information and track progress towards their objectives. For instance, CTOs can compare IT costs and revenue, NOC heads can keep track of MTTR and MTBF; and frontline technicians can track their daily workload, view incidents approaching SLAs, and plan their day-to-day work items.

Scenario planning

Analytics Plus leverages its AI-driven forecasting algorithms to enable business leaders to predict future trends based on real-time data, and to run simulations of every possible outcome while factoring in dependencies and driving forces. This enables them to visualize the future at a glance and make course corrections to achieve both their day-to-day targets as well as long-term strategic goals.
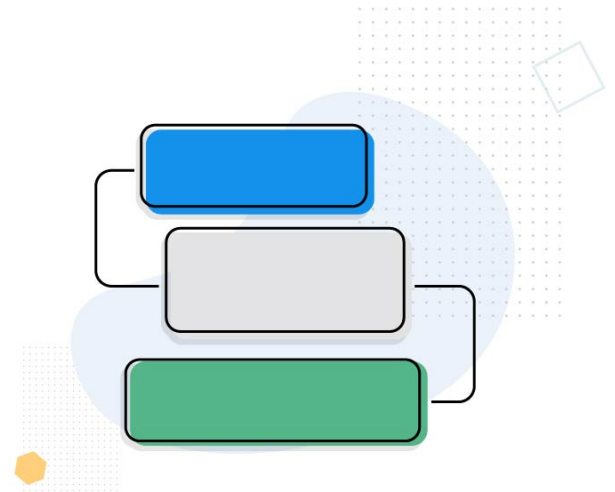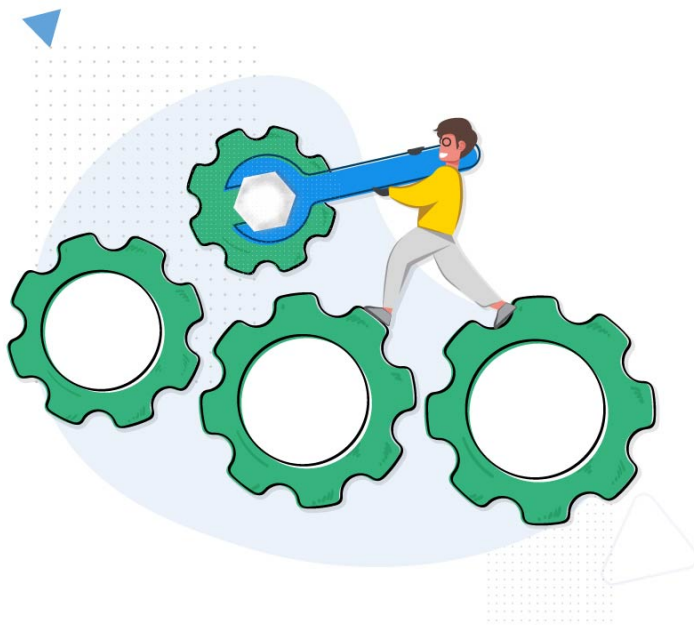
A powerful analytical engine

Analytics Plus comes equipped with a high-octane analytical engine that enables you to slice, dice, and drill down into data, and perform root cause analysis for recurring problems. It supports an extensive library of mathematical, statistical, and exponential functions that can be used to create custom metrics to track specific business objectives.

Seamless data blending

Converge your organization's analytics needs into a single platform. Blend data from IT applications with data from human resources, the travel desk, facilities, projects, and finance applications to measure how IT supports other business functions. For instance, measure how replacing outdated infrastructure components has improved productivity and revenue, or measure how digital transformation has increased customer satisfaction and brand value.
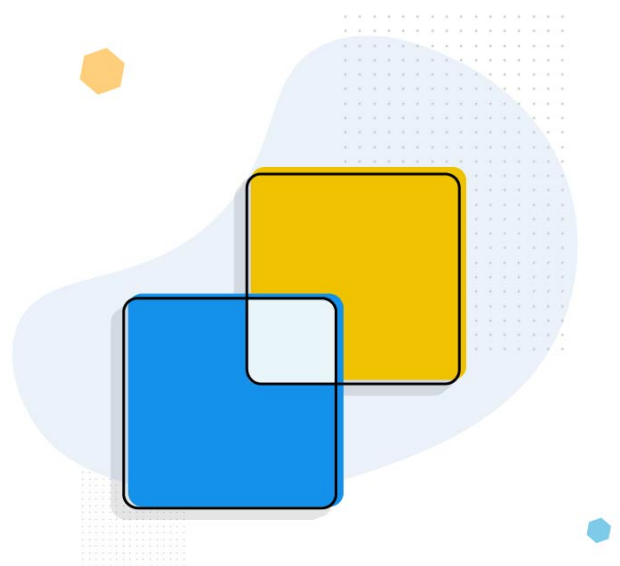
Secure sharing and collaboration

Securely share your reports with groups or individuals and make quick, informed decisions together as a team. Apply report-level, dashboard-level, and user-level fillers to guide users to view data that's most relevant to them while maintaining a single version of truth. Comment on shared visuals, tag other users to track progress, and discuss problems and solutions contextually without wasting hours setting up virtual or one-on-one meetings.
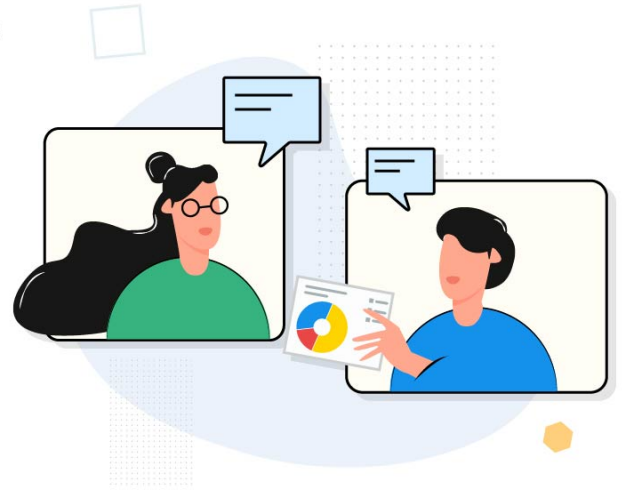
Conclusion

Delivering world-class services, reducing costs, increasing productivity, establishing agility, adopting automation, or increasing ROI—whatever your goals, Analytics Plus enables you to harness the power of data and derive rich, consistent, and reliable insights that nudge you closer towards achieving them.

Try **Analytics Plus** to get a holistic view of your IT

Start your free trial

Not ready to sign up yet? **Talk to our experts now**

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