



## Service Desk Intelligence Solution solves reporting dilemma at Antares Management Solutions.

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### Enhancing HP OpenView Service Desk

HP OpenView Service Desk is a robust IT service desk solution that provide the enterprise with an overview of its IT services. Its modular approach, centered on ITIL and core IT services, offers the flexibility of implementation in whole, or based on business need. Built on a unified configuration management foundation, organizations can leverage IT service processes as well as manage the IT service life cycle.

This story offers an overview of how Antares Management Solutions has utilized Westbury's Service Desk Intelligence solution to significantly enhance its reporting and data-mining capability from HP OpenView Service Desk.

### The Reporting Dilemma

While Service Desk indeed has many strong points, it lacks a sophisticated "out-of-the-box" reporting and data-mining solution. Due to its architecture, there is no simple way to extract and manipulate data. While 'Views' internal to the application are helpful, an external reporting tool such as Crystal Reports must be employed to produce professional reports. However, this alternative comes at a significant cost. Additionally, reporting options intrinsic to Service Desk mandate massive amounts of data porting to applications like Excel or Access, or requires a database administrators understanding of its highly cryptic database.

In today's statistically oriented business climate, tools that can organize data to effectively illustrate service levels are necessary. Westbury bridges this gap by significantly simplifying the reporting process.

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## Service Desk Intelligence

Service Desk Intelligence is designed solely for HP OpenView Service Desk. The solution consists of the modules Report Manager and Dashboard Manager and enables service providers and IT organizations to transform their Service Desk data into valuable management information, specific to quality of service and cost effectiveness. The Report Manager module, currently in use at Antares Management Solutions, works in conjunction with Service Desk's database, providing real-time, on demand, data. It is a powerful solution for many organizations as it parses the highly normalized architecture of Service Desk's data warehouse into data dictionaries, or universes. The benefit for the user is that hundreds of enigmatic tables are organized into several data dictionaries, presenting the Service Desk infrastructure in an orderly and intuitive way. Westbury has developed Report Manager through its recognized business partnerships with Hewlett-Packard and Business Objects. Through these affiliations, Westbury dispenses a powerful reporting and data-mining tool with the look and feel of Crystal Reports via Business Objects. Antares, with the aid of excellent Westbury service, began distributing custom reports within two weeks after implementation. Experience with tools such as Crystal Reports and Business Objects provide a solid foundation for Report Manager's end users.

**“Report Manager is an excellent option for organizations that require professional reporting beyond the scope of what Service Desk offers, says Patrick Chaney, HP OpenView Service Desk Administrator, Antares Management Solutions. ROI will quickly be realized, with an entirely new approach to reporting from HP OpenView Service Desk”.**

## Dashboard Manager

The Service Desk Intelligence Dashboard Manager module enables the deployment of powerful personalized dashboards to provide visibility, alignment and insight across the IT enterprise by monitoring service management processes and services, tracking key performance indicators and managing performance (ITIL, CobiT, SOX).

## About Antares Management Solutions

Antares Management Solutions is an information technology and business process outsourcing firm based in Westlake, Ohio. Antares, a wholly owned subsidiary of Medical Mutual of Ohio, was formed in 1997 to capitalize on the unrivaled information technology infrastructure and expertise Medical Mutual had developed.

## About Westbury

Founded in 1988, Westbury is a leading provider of add-on solutions for the HP OpenView Service Desk platform that increase productivity, improve customer satisfaction and drive financial savings. Westbury is Platinum partner in the HP OpenView Enterprise Management Systems program.