

Success Story

BellaDati data analytics Application for Service Desk



Organization: SunView Software

Location: United States

Number of users: 1 million
+ users worldwide

Website: sunviewsoftware.com

Industry: IT Service Management solutions in Cloud and OnPremise

Notable data sources:



BellaDati deployment:
OnPremise, Cloud

Business Situation

SunView Software Inc. provides to its customers complete IT Service Management solution ChangeGear. This means Request, Incident and Problem Management, Change and Release Management, Service Asset and Configuration Management also Self Service are all available in one integrated platform. The company has customers all over the world. Customers have been seeking for ways how to optimize the usage of IT Services and improve service support quality via analytical tools.

Technical Situation

The most difficult task for SunView was to develop customized reports within short time in order to satisfy customers' various reporting requests. As ChangeGear is not an analytics platform, each customized report needs to be developed from scratch and some reports are nearly impossible due to technical limitations. Furthermore, SunView hopes to enable users to create ad-hoc analysis on their own.

BellaDati Solution

Thanks to BellaDati, easy connectivity Belladati analytics were embedded in ChangeGear. The most frequently required reports were preconfigured for customers in range of days. This will help customers to optimize Incident Management, Problem Management, Change Management, Release Management, and Knowledge Management.

ChangeGear users will be able to connect BellaDati directly to ChangeGear underlying database and all pre-configured advanced reports will be embedded and loaded with live data immediately in the customers' domain. Data source connection, data models, and reports formulas are all ready-made. Users can easily reuse or combine KPIs to create their own analytic reports.

Selected reports include: All Tickets Summary Table, Incident Tickets Created Compared With Completed, Business Time To Resolve, Open Incident Ticket Trend, and Ticket Volume Breakdown. All Tickets Summary Table which shows a summary of all current new/in-progress/assign-to-me tickets such as Incident (Task), Problem, Change (Task) etc.; Incident Tickets created compared with completed plots the no. of created and completed tickets, and the opened ticket trend on a monthly and quarterly basis; Business Time to Resolve report presents the average/max/min time to resolve an issue on various time dimensions, such as weekly/monthly/quarterly, same week/month/quarter for each year; Open Incident Ticket Trend allows the user to view the uncompleted tickets load for any selected day on a hourly basis; Ticket Volume Breakdown shows the total no. of tickets on a hourly basis for any selected day and daily basis for any selected month.