

Self-service reporting for BMC Remedy ITSM Suite

Part of the Westbury SMI Suite

SMI Remedy is the operational reporting solution for BMC Remedy ITSM Suite, putting the power of reporting in the hands of the people who need the data; end users, process owners and managers.



SMI 12 bridges an information gap. On one side is the BMC Remedy database, where data about IT Service Management operations is stored. On the other side are the people who most need access to that information.

An end-to-end solution

The unique architecture of SMI 12 makes it the only end to end solution designed for BMC Remedy. The back-end understands the sometimes complex data schema, and the front-end makes it easy for even non-technical staff to create complex, investigative reports and distribute them efficiently to a wide reporting audience.

Let's look at exactly how SMI 12 automatically and seamlessly bridges the information gap between the BMC Remedy data and the reporting audience.

Dealing with the data

The first step in bridging the information gap is to prepare the data so it's suitable for reporting. BMC Remedy saves its data in a way that is optimized for operation, rather than retrieval. To make the data easy

to retrieve, the SMI Foundation automatically pulls the data from the BMC Remedy database and runs it through our proprietary connector, an ELT (or extract, load, transform) layer before delivering it to our own reporting database. The connector knows the data schema of the BMC Remedy database and is able to make intelligent decisions about which pieces of data to transform, and which are already in a suitable format. When it comes to pieces of data that are stored in a particularly complex way our connector knows exactly how to parse them out correctly so that by the time that data reaches our reporting database, it is in a format that can be easily accessed.

Adding a semantic layer

Once the BMC Remedy data is in our reporting database, our object libraries, or universes, are automatically generated. They specify how the data can be used to create reports. This semantic layer attaches objects, with clear, simple names that match the terminology used in the front end of BMC Remedy, with the relevant piece of underlying data in the reporting database.



This means that the end user is completely isolated from the underlying technology, and can create a report solely by selecting data objects with familiar names, while never having to understand what is going on with the data behind the scenes.

Custom reporting

SMI is primarily a solution for creating custom reports yourself. It ships with 55+ startup reports, covering some of the most commonly requested metrics. And of course, these are fully editable and customizable, allowing you to use them as a starting point from which to explore different options.

However, creating a report entirely from scratch is intuitive and easy to learn, allowing even the least technically-minded users to become reporting experts. The user interface is almost entirely based around drag-and-drop processes, and no knowledge of SQL or the database schema is ever required to create powerful reports.

Spreading the message

Creating reports based on BMC Remedy data isn't the end of the story, however, as that information still needs to bridge the final part of the gap: reaching the final reporting audience. In some cases, the report creator themselves will be the final audience, but other times reports will need to be passed to colleagues, team members, customers or up the line to senior management.

With SMI this process is as seamless as report creation. Reports can be scheduled to publish automatically; via e-mail, to a web server or to a location on a network hard drive. New versions can be published at set intervals, with the data itself updated automatically each time, without user intervention. Using prompts and the built-in role management means that you can create and schedule a report that will deliver different data to individual recipients based on their choices, their privileges or a combination of both.

System requirements

SMI 12 supports BMC Remedy running on Oracle and Microsoft SQL Server database servers.

The SMI 12 reporting database requires a Microsoft SQL Server instance.

SMI 12 requires a Windows Server to host the SMI Foundation and SMI Report Manager applications.

About Westbury

Founded in 1998, Westbury is a leading provider of operational reporting solutions for IT Organizations and represents enterprise customers around the globe.

The company pioneered the principle of Service Management Intelligence, which puts the power of self-service reporting in the hands of process owners, IT managers, decision-makers, and those that need it most.

Its SMI Suite is an integrated ITSM reporting platform that transforms data into meaningful information and improves processes and performance.

Recently the company expanded its global footprint into Asia Pacific, in addition to the US and EMEA. Westbury is privately held with offices in Boston, MA and Amsterdam, Netherlands.

For more information about Westbury solutions, please contact us.

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