



Benefits

- **The content and display properties of the Dashboard are tailored to suit your needs**
- **Information is displayed in clear, eye-catching layout**
- **Dashboard is ready for use immediately after deployment**
- **No additional Infra licensed modules required**
- **No technical expertise required**
- **No Infra Training required**
- **Low maintenance cost**

The Power of Monitors

Existing users of Infra will be familiar with the ability to create Dashboards, which allow real-time graphical illustration and analysis of IT Service Management (ITSM) data, and provides a valuable tool for observing and understanding performance across key areas of ITSM.

Delivered through the Customer Portal

All ITSM organisations want to reach out to find effective ways to communicate to their Customers performance on the Services they provide. Infra’s Customer Portal already has a proven track record in being a highly successful channel through which to provide easy-to-use functional features, and to display tailored information. The Customer Portal operates on a variety of browser types and versions, and is not licensed per user, so can be deployed widely in an organisation for minimal cost.

infra enterprise Customer Portal

[forgot password](#) [register](#) [log out](#) [log in](#) [help](#)

John Anderson	
Org: Tel Corp	
Ph: 9956 6897	
Email: ja@telcorp.com	
Last Login: 12/05/2005	
Incidents	15
Requests	4
Approvals	2
Configuration Items	[100]

- Home
- Latest News
- Self Help
- Search Knowledge Bank
- Self Diagnosis
- FAQ
- Known Issues
- Ask A Question
- Your Questions
- Log & Review Incidents
 - Log an Incident
 - Review Past/Current Incidents
 - Add Note to Your Incident
 - Attach Object to Your Incident
- Log & Review Change Requests
 - Log a Request
 - Review Past/Current Requests
 - Add Note to Your Request

Dashboards

Members Users by Month

Top 10 Products by Collection

Chart by: Collection

Members/Store Clicks by State

Top 5 Stores

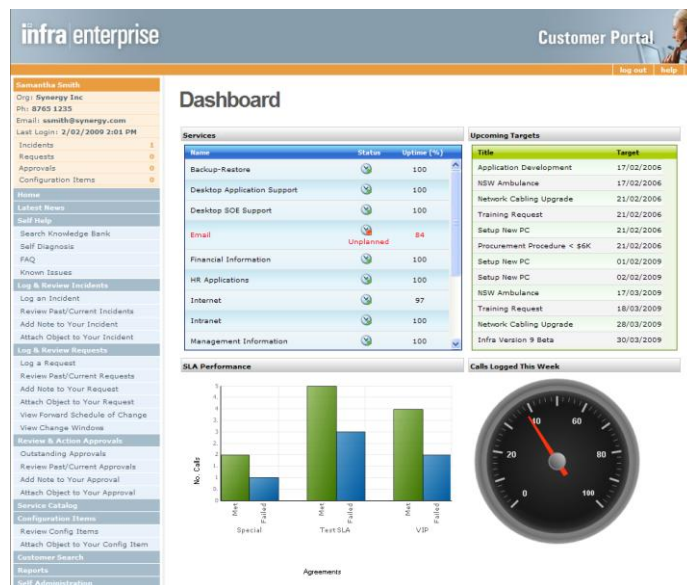
Introducing the Portal Dashboard

Dashboard Process

1. Infra experts capture your requirements for up to four bespoke monitors.
2. Your requirement is documented and presented for your approval.
3. EMC develops and QA the monitors.
4. EMC provides your bespoke monitors with full installation instructions.
5. Install onto your existing Infra system.
6. You're done!

EMC is offering as a packaged Professional Services engagement, a Dashboard of up to four Monitors tailored to your exact requirements* for use on your Customer Portal. There is no need to commit your own resources or expertise to this exercise, and once we have delivered your Dashboard, it can be deployed straight away, on your existing Infra platform†. Customers of the ITSM organisation will be able to see immediately the level of service they receive!

As well as traditional bar graphs or pie charts in a colour scheme that complements your corporate branding, a range of fresh, eye-catching graphics can be incorporated that will bring your information to life.



More About Portal Dashboards

Each Monitor in the Dashboard can focus on an individual area of data held within Infra, and you can choose from a range of graphic options in order to display this information in the most effective way. Because the Monitors are designed to your exact specifications, they will display exactly the information you require, in your preferred format*.

Examples of the types of Monitor that can be displayed on a Dashboard:

- Volume of Incidents logged or closed by the Service Desk
- Statistics on the number of Incidents meeting Service Level Agreement targets
- Information about the Availability of your key Services

* Subject to limitations of Dashboard widgets.

† Infra system must be v8.0 RP31 or higher. You must be licensed for Infra Customer Portal.

Take the Next Step

Find out how IT organizations are leveraging the expertise and best practices of EMC's Service Management services. Call us now to arrange a free half hour discussion with one of our experienced consultants.