# Xtraction for CA Service Management





#### At a Glance

Xtraction for CA Service Management is a real-time, ad hoc dashboard and reporting solution that empowers users with self-service capabilities for the next level of analysis and understanding of your service management environment. Non-technical users can quickly create interactive dashboards and reports, and immediately share them with the broader user community. The resulting unified view of your service management environment delivers deep, real-time management insight and transparency into service demand, cost, use, assets and issues, to users of Service Management solutions from CA Technologies.

#### Key benefits/results

**Improve user experience.** Self-service empowers users with the right information at the right time.

**Make better business decisions.** Improve transparency and analysis of relevant service management data.

**Reduce costs.** Remove dependency on technical teams, coding, and cumbersome tools.

**Increase productivity.** Get answers more quickly; free up technical teams.

#### **Key features**

**Self-service.** Non-technical users can create/ modify dashboards and reports via drag-and-drop, lists and point-and-click.

**Pre-built layouts.** Charts, graphs, calendars, grids, pivot tables.

**Extensive analysis.** Drill-down, date ranges (past, present, future, comparative periods), filters, multiple data-series.

**Browser-based.** Access all functions via browser.

**Aggregate data.** Leverage data from multiple sources, including custom data.

**Real-time data.** Display and auto-refresh of real-time or point-in-time data.

**Exports.** On-demand or scheduled export to PDF, HTML, Word, Excel, PowerPoint formats.

**Connectors.** Access data from CA Service Desk Manager, CA IT Asset Manager and CA Service Catalog and other sources.

# Business challenges

The information demands associated with optimal service management present challenges that are not addressed by traditional reporting and dashboard solutions.

**Consumer demands for information.** Stakeholders require the right information at precisely the moment they need it. They cannot afford delays and effort engaging technical resources or mastering the skills needed to create and modify reports and dashboards using a business intelligence tool. This challenge negatively impacts the consumers' satisfaction with IT, hinders decision-making, blocks service management transparency between IT and the business, and decreases overall productivity.

**Reliance on technical resources.** Traditional business intelligence tools require involvement of highly paid technical resources to respond to requests for new or changing information needs. These resources should be focused on more strategic tasks that drive innovation and add business value. This misallocation impacts the ability to support strategic business initiatives, damages IT's image and reduces overall productivity.

#### Solution overview

Xtraction for CA Service Management delivers the power of the Xtraction product from Xtraction solutions to empower users with self-service capabilities driving the next level of analysis and understanding of service management environments. Non-technical users, support analysts, managers and executives can quickly create or modify interactive dashboards and reports showing real-time data. Integrated, graphical, ad-hoc management dashboard capabilities offer the ability to generate dashboards and reports by using simple drag-and-drop actions, selection lists, and point-and-click interactive controls. Users can immediately share the information with the broader user community in familiar forms like PDF, HTML, and Microsoft Word®, Excel® and PowerPoint®. The solution enables information transparency between IT and the business for better service management decision making. All stakeholders get the information they need, when they need it, how they need it, without the involvement of technical resources.

#### Critical differentiators

Xtraction for CA Service Management builds on the CA Technologies Service Management capabilities of collaboration/social media (available with CA Open Space), support automation and self-service to deliver market-leading service management user self-sufficiency. Now not only can end-users and support analysts be self-sufficient in resolving their service related issues, but management and executives can now be self-sufficient in gaining the information they need for decision making and better aligning IT and business via service information transparency.

Unlike traditional business intelligence,
Xtraction for CA Service Management
enables users to modify and build real-time
service management reports and dashboards
without the need to involve technical
resources or learn complex skills. And by
leveraging data from CA Service Desk
Manager, CA Service Catalog, CA IT Asset
Manager and other sources, both IT and
the business can be provided a unified view
of the service management environment.

Xtraction for CA Service Management presents visually compelling depictions of your service management environment and is easily tailored by non-technical users.



## Related products/solutions

Xtraction for CA Service Management provides "Connectors" that provide out-of-the-box access to data from:

- CA Service Desk Manager
- CA Service Catalog
- CA IT Asset Manager (CA Asset Portfolio Management data)

# For more information, please visit ca.com/us/service-management

### Agility Made Possible: the CA Technologies advantage

CA Technologies is committed to our customer's success and Xtraction for CA Service Management is the next step in driving that success thru self-sufficiency leading to expanded efficiencies and effectiveness in service management.

#### Achieve rapid time-to-value and better business results with CA Services

Get maximum value from your investment in products from CA Technologies by leveraging the expertise of CA Services.

#### Maximize your investment in CA Technologies solutions with CA Support

Increase your productivity and minimize risk with robust support maintenance tiers and offerings, highly experienced technicians, and diagnostic tools and programs.