

IT Service Management

Analytic and Reporting Services

MAKING BETTER DECISIONS

Decision-making in today's technology-driven business landscape is complex and nuanced. The ability to consistently make the right decisions is critical to business success, while wrong decisions can have far reaching or disastrous consequences.

The ability to avoid misleading conclusions and make the best decisions is predicated on solid analytic and reporting capability for business intelligence and decision support.

Whether your business goals are to modernize infrastructure, review technology risk, reduce costs or improve service, to name just a few of your possible initiatives, having the right decision support capability is vital.

THE ACUATIVE SOLUTION

Acuative's Analytic and Reporting Services accelerate the deployment of in-house capabilities to provide the data and insights you need. We systematically educate, demonstrate, guide and enable you to implement and sustain best practice capabilities that produce business-relevant intelligence, improved data accuracy and greater understanding. The end result is the ability to make better, more informed decisions.

We define the metrics and reporting based on existing processes. In the event that you need assistance with creating new processes, we can provide support with our Policy and Process Services. Used together, these services deliver a turnkey solution – we design the processes, identify the appropriate measurements, and establish the analytics and reporting.

Our framework-based services help create new analytic and reporting capabilities, or enhance existing ones, enabling you to make better decisions and develop the answers to these critical questions in key areas.

Value - Are we providing value to the business?

Quality - How well are we doing it?

Performance - How fast or slow are we delivering it?

Compliance - Are we doing it right?

Cost - Is the business value provided cost justified?

New reporting capabilities will align and enhance decision support KPIs, metrics and measures to business goals and objectives resulting in strengthened decision support at the strategic, tactical and operational levels of the business.



Whether modernizing infrastructure, evaluating technology risk, optimizing costs or improving services, the right analytics and reporting result in better decisions and helps keep you on course.

BENEFITS OF ACUATIVE'S ANALYTIC AND REPORTING SERVICES

Enhanced Capability. Our services are purpose-built to enhance your company's aptitude to increase business intelligence capabilities, resulting in better decisions and outcomes.

Intelligent Direction. Businesses need to make decisions that lead them forward, enabling greater profit and prosperity. Acuative's expertise and guidance cultivates a more consistent approach to decision-making.

Efficiency. With the pace of business today, a proficiency to reliably make timely decisions, sometimes under pressure, is incredibly valuable. Our services help companies develop their analytic efficiency to make informed, well-timed choices, which is increasingly useful amid the complexity of rapidly changing markets.

SERVICE COMPONENTS AND DELIVERABLES

Acuative's Analytic and Reporting Services typically include:

- Data Quality Assessment
- Data Quality Planning
- Analytics and Reporting Assessment
- Metrics and Reporting Framework
- Key Process Indicator (KPI) and Metrics Specification
- Data Field Specification
- Reporting Specification
- Report Prototyping
- Process Control Guidance

ACUATIVE'S COMPLETE IT SERVICE MANAGEMENT PORTFOLIO

In addition to our Analytic and Reporting Services, we also offer a full range of complementary services:

Strategic Assessment Services. Best practices are utilized to assess needs and build an actionable roadmap in order to improve, optimize and mature services capabilities.

Policy and Process Services. We identify and implement the ideal policies, processes, procedures and workflows that will achieve predictable results and desired outcomes.

IT Service Management (ITSM) Tool Services. Seasoned experts analyze your tools and systems to define the most effective ways to provide and manage technical services.

Functional Alignment Services. Our unique framework and methodology allows us to rapidly assess issues and design solutions that provide organizational optimization.

Ready To Learn More?

Call us today to increase the business value of your IT with Acuative's PremWatch managed services.
1.800.835.7687.



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