

TeamQuest IT Service Reporter automatically creates periodic performance reports customized with a corporate logo and explanatory information, and makes those reports available to IT or business unit management. IT Service Reporter is ideal for multi-vendor environments, including those with a mixture of virtualized and non-virtualized systems. Reports can be accessed over the network or from a browser or saved and distributed in PDF or Excel format.

## Reporting

Create dashboard-style reports to communicate status at a glance and service level achievement at a glance. Reveal opportunities for improved efficiency, including those in virtualized environments.

Show which of thousands of systems in your IT operation are at risk for performance issues.

Report on virtualized environments aggregated as a whole, looking at hypervisor and guests or down to individual guest level.

Use a drag-and-drop interface to include a logo or other graphics to personalize reports and make them look more corporate.

Add explanatory text to make your reports informational and accessible to your audience.

Use workload analysis to analyze and report how much of each server resource is being consumed by each IT service, business process, department, or application.

Use IT Resources to analyze and report the performance of IT services, combining performance data from multiple servers, guests, applications, or other IT components.

## User interface and access

Access anywhere — uses common browser software, no client to install.

Use simple drag-and-drop interface to define reports. Take advantage of a highly interactive Web-based interface without sacrificing usability, implemented using industry standards such as XML and Java.

Limit access to reports that include only the performance information appropriate for a particular user.

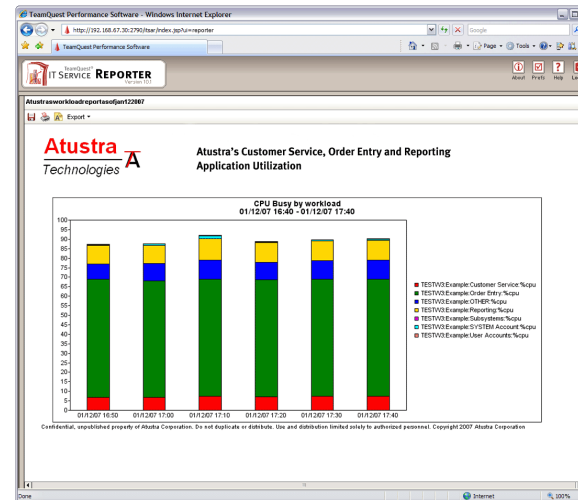
## Interoperability with your own or third-party applications

Export and import IT Resource definitions from CMDBs or third-party discovery tools using XML.

Generate reports using third-party reporting tools such as Crystal Reports in conjunction with an optional Oracle enterprise database.

Export reports in Adobe Portable Document Format (PDF) or Excel format.

Generate alarm events and send them to third-party consoles via SNMP traps.



*This report shows which services are consuming CPU on system TESTW3. The report has been edited to include the company logo, a title, and copyright information at the bottom.*

## Who uses it?

IT Executives  
IT Managers  
Business Managers  
IT Clients

## For what?

### Demonstrate IT value

Use customized management reports to show service delivery efficiency.

Report IT service performance relative to agreed-upon service levels.

Improve communication with your audience by including informative text on reports.

### Communicate IT service performance as it relates to business

Perform your analysis and reporting at a level that makes sense to IT management and business units.

Show performance by department, by user, by application, by server tier, or other business-relevant criteria.

### Show where excess or insufficient capacity exists or will exist in the future

Provide a capacity dashboard revealing IT service status.

Concentrate IT optimization efforts on IT resources that affect the most important IT services.

Spot performance trends.

### **Performance data collection and storage**

Gather performance data from a wide variety of IT components and applications. (See Supported Platforms to the right.)

Store data in a federated Capacity Management Database, with details kept close to the source and aggregated data more centralized for enterprise analysis.

Optionally store enterprise performance data in an Oracle enterprise database.

Seamlessly access data without regard to where the data is actually stored.

### **Scalability**

Use a simplified policy-based administration tool to maintain TeamQuest software across your entire enterprise.

Access all managed systems through one interface.

Optionally control access via integration with LDAP or Active Directory.

TeamQuest IT Service Reporter comes with TeamQuest On the Web, TeamQuest Manager and TeamQuest Administration Server. The benefits listed in this data sheet are performed by these various components.

### **TeamQuest IT Service Reporter user interface client**

- Internet Explorer, Mozilla Firefox, and the Mac OS X version of Safari
- Java Runtime Environment

### **IT Service Application Server (serves the user interface for TeamQuest IT Service applications)**

- Red Hat Ent. Linux on x86 and x64
- Solaris on UltraSPARC
- Windows on x86 and x64

### **Systems, components, and applications to be analyzed**

- Operating systems: AIX, HP-UX, Solaris, Linux and Windows
- Virtual environments: IBM PowerVM LPARs and WPARs, Solaris Zones, Containers and LDOMs, VMware ESX and ESXi
- Databases: DB2, Oracle, SQL Server, and Sybase
- Web servers: Apache, IIS, and others
- Network devices (routers, switches, etc.) via SNMP
- Network traffic between tiers
- EMC Symmetrix
- And more

See the TeamQuest Manager datasheet for additional details regarding systems, components, and applications to be analyzed.

Contact TeamQuest for TeamQuest On the Web compatibility requirements.

TeamQuest IT Service Reporter  
Product Data Sheet

### **Corporate Offices and Americas**

+1 641 357-2700  
+1 800 551-8326  
+1 641 357-2778 (fax)  
info@teamquest.com

### **Europe, Middle East and Africa**

+46 31 80 95 00  
+46 31 80 65 50 (fax)  
+49 (0)69 6 77 33 466 (Germany)  
+44 (0)1865 338031 (U.K.)  
emea@teamquest.com

### **Asia Pacific**

+852 3571 9950  
asiapacific@teamquest.com