

ManageEngine 
Analytics Plus

Product Overview

Introduction

- Analytics Plus is a self-service Business Intelligence and advanced analytics software.
- On-premises analytics solution.
- Helps analyze IT data with powerful visualizations.
- Offers key insights to help make business-critical decisions.

Import Data from Different Sources

- Connect to data from files and feeds.
- Synchronize data from SQL and No SQL databases.
- Pull in table data from websites.
- Displays table data in an easy-to-view Excel format.

HTML
APIS
SQL
NO SQL
XML
XLS

Integration with ServiceDesk Plus and ServiceDesk Plus MSP

- Integration and auto analysis in less than 5 minutes!
- Over 100+ reports and dashboards built on 80+ KPIs.
- Build custom reports without having to write complex SQL queries.
- Populate charts from various ServiceDesk Plus modules, all combined in a single dashboard.
- Drill down to key metrics from live dashboards.
- Periodic data synchronization.



Integration with Opmanager and Applications Manager

- Offers out of the box integration with OpManager and Applications Manager.
- 100+ Prebuilt reports on 400+ KPIs.
- Analytics on inventory, monitor groups, performance metrics, alarm history and current alarm status.
- Unified ITOM dashboards with data from both OpManager and Applications Manager.
- Periodic data synchronization.



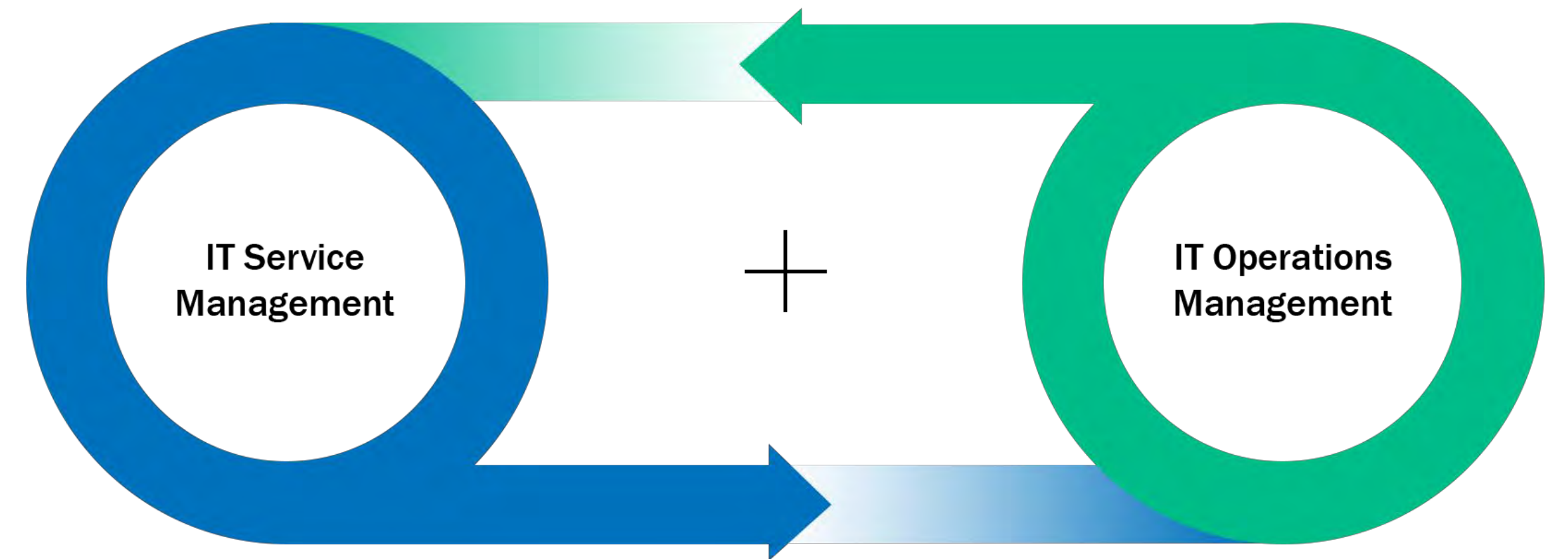
Integration with SupportCenter Plus

- Out of the box integration with SupportCenter Plus.
- 60+ pre-built reports generated on various helpdesk KPIs.
- Role based dashboards to match different roles in the organization.
- Analytics on accounts, business units, request trends, technician performance and much more.
- Periodic data synchronization.



Unified Dashboards

- Create unified dashboards by including visualizations from different databases.
- Compare performance KPIs across databases.
- Choose between HTML embed or complete data blending.



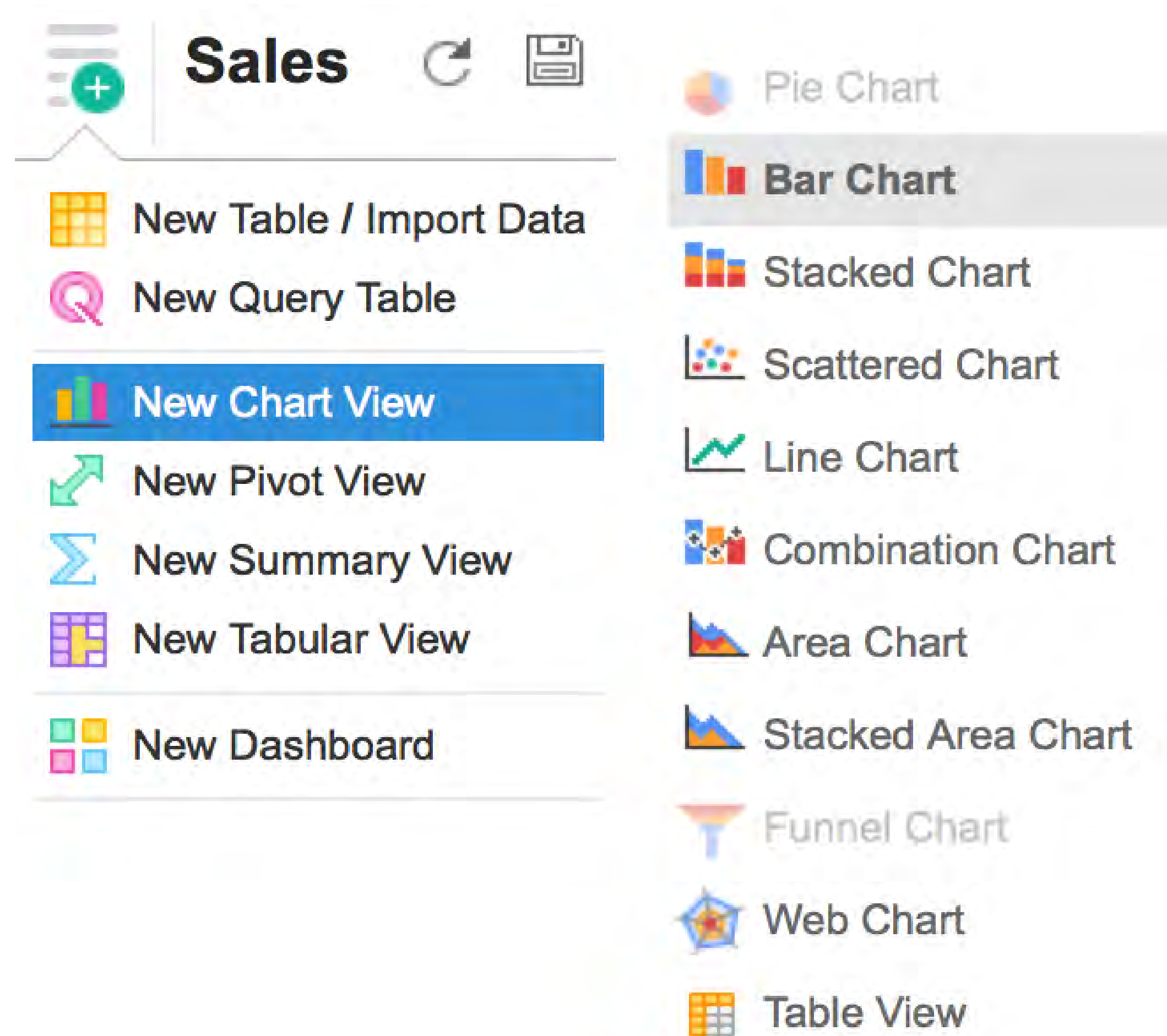
Ease of Use

- Drag and drop report building capability.
- Little or no technical expertise needed.
- Auto analysis feature builds charts and dashboards for any type of data.
- User-friendly interface.

The screenshot displays the ManageEngine Analytics Plus interface. On the left, a 'Sales' field list includes 'Date', 'Region', 'Product Category', 'Product', 'Customer Name', 'Sales', 'Cost', and 'Profit'. The 'Region', 'Product Category', and 'Sales' fields are selected. The main area shows a report titled 'Sales in Each Region' with the subtitle 'Total Sales for different product categories in each region'. The report is configured with 'Region' on the X-axis and 'Sales' on the Y-axis. A 'Summary' dropdown menu is open, showing options like 'Sum', 'Maximum [Max]', 'Minimum [Min]', 'Average [Avg]', 'Std Dev [Std]', 'Variance', 'Count', and 'Distinct Count'. A 'Click Here to Generate Graph' button is visible on the right side of the interface.

Powerful Visualizations

- Turns your table data into visualizations.
- Auto-selects the right type of chart based on data type.
- More than 30 types of charts to represent your data.



Intuitive Dashboards

- Populate dashboards with charts, widgets and text.
- Set drill down path and change chart type, right from within the dashboard.
- Build slideshows with multiple dashboards.
- Flexible layout to organize multiple reports.

ServiceDesk Plus Analytics

Requests Today

20 ▲

Yesterday: 15

Resolution Time

32 Hrs ▼

Dec 2015: 37 Hrs

Backlogs

41 ▼

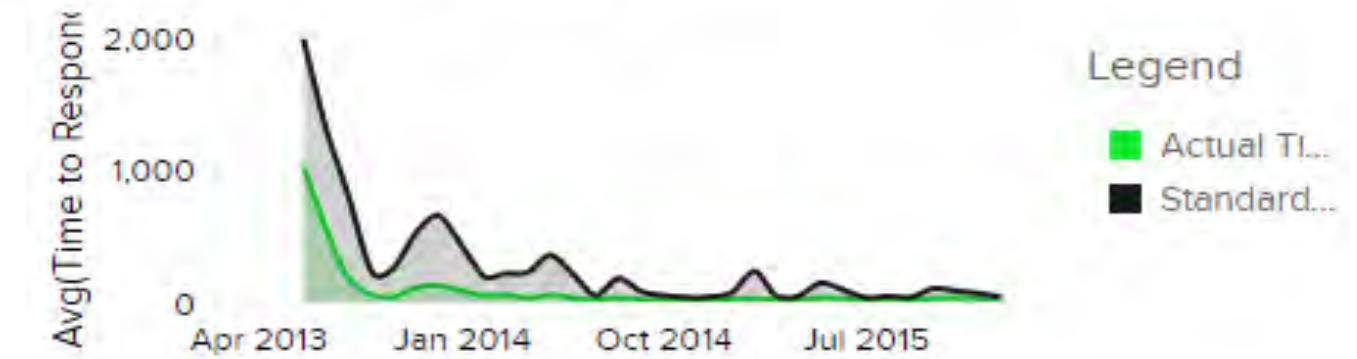
Dec 2015: 62

Satisfaction Index

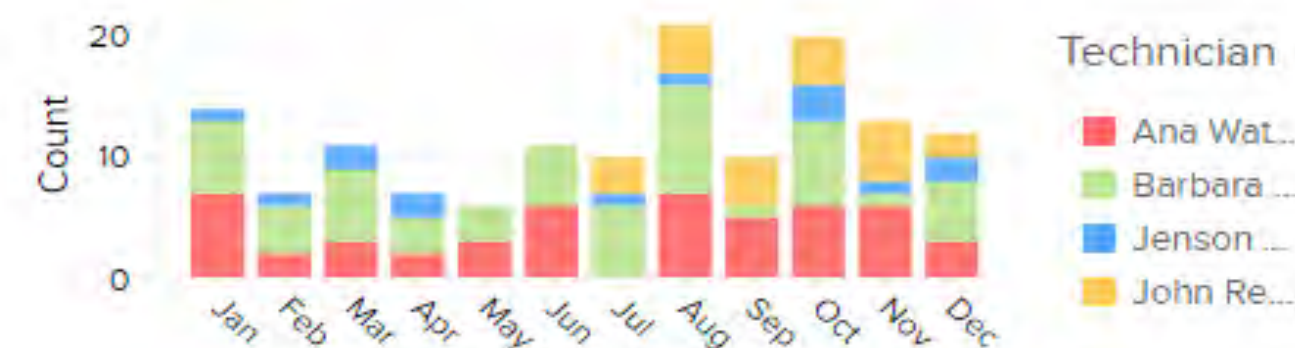
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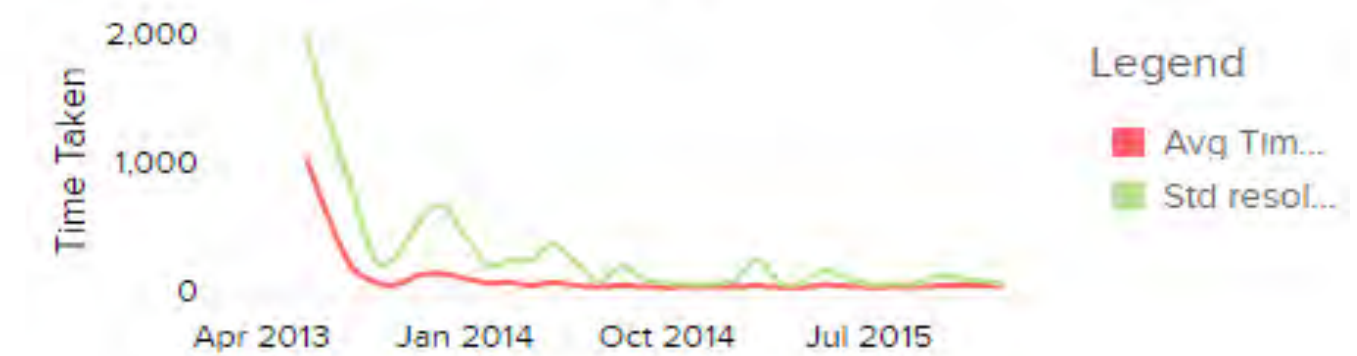
Average First Response Time



Escalation Trend



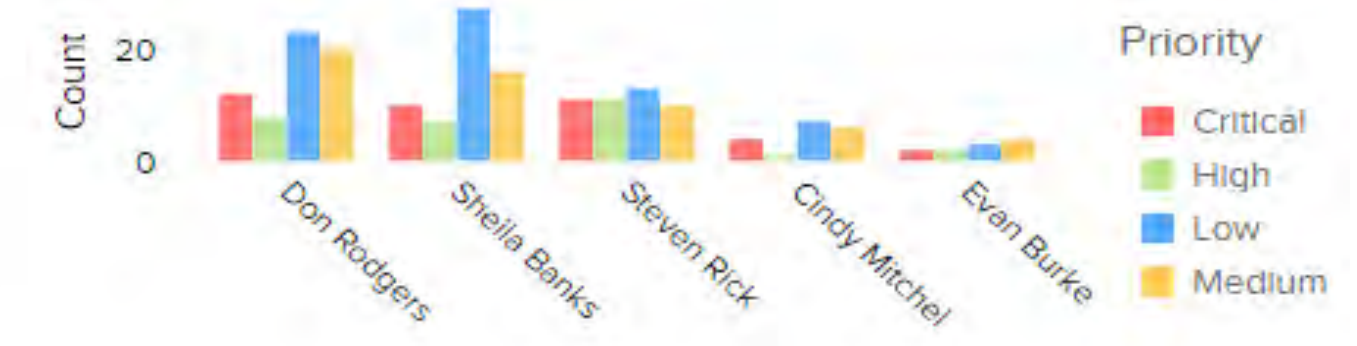
Average Ticket Resolution Time in Hrs



Timespent By Technicians On High Priority Incidents

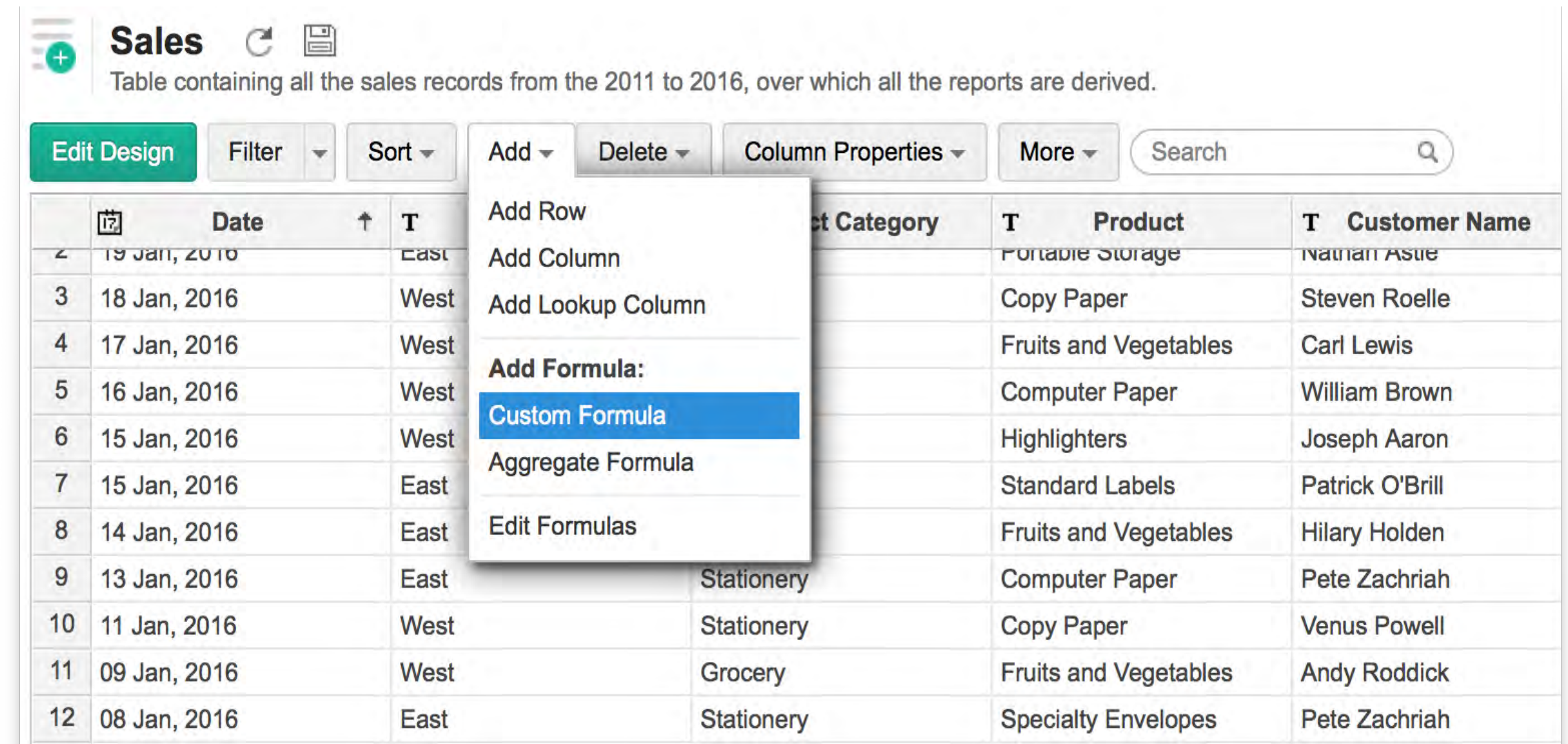


Backlog Analysis By Customer



Custom Functions

- Built in formula engine.
- Choose from a wide range of mathematical and statistical functions.
- Use custom or aggregate formulas to derive new columns.



The screenshot shows a data table interface for a 'Sales' table. The table contains 12 rows of data with columns for Date, Region, Product Category, Product, and Customer Name. A context menu is open over the table, showing options like 'Add Row', 'Add Column', 'Add Lookup Column', 'Add Formula', 'Aggregate Formula', and 'Edit Formulas'. The 'Add Formula' option is highlighted in blue.

	Date		T	Product Category	T	Product	T	Customer Name
2	19 Jan, 2016		East			Portable Storage		Nathan Asue
3	18 Jan, 2016		West			Copy Paper		Steven Roelle
4	17 Jan, 2016		West			Fruits and Vegetables		Carl Lewis
5	16 Jan, 2016		West			Computer Paper		William Brown
6	15 Jan, 2016		West			Highlighters		Joseph Aaron
7	15 Jan, 2016		East			Standard Labels		Patrick O'Brill
8	14 Jan, 2016		East			Fruits and Vegetables		Hilary Holden
9	13 Jan, 2016		East		Stationery	Computer Paper		Pete Zachriah
10	11 Jan, 2016		West		Stationery	Copy Paper		Venus Powell
11	09 Jan, 2016		West		Grocery	Fruits and Vegetables		Andy Roddick
12	08 Jan, 2016		East		Stationery	Specialty Envelopes		Pete Zachriah

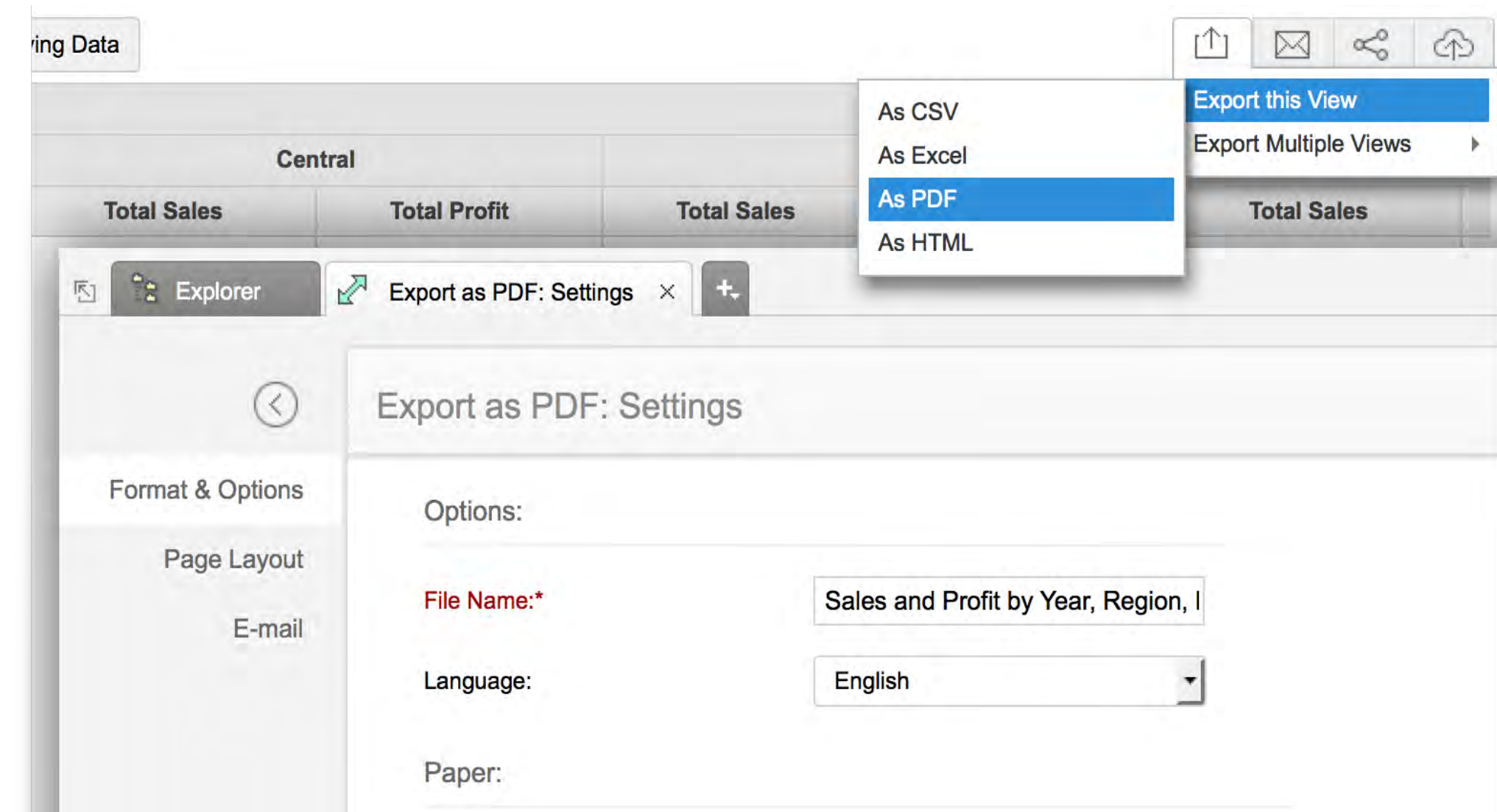
Sharing and Collaboration

- Collaborate with your colleagues seamlessly.
- Share reports and dashboards across the organization.
- Define fine grained permissions.
- Filter data based on specific criteria.

The screenshot shows a dashboard titled "Sales in Each Region 2016" with the subtitle "Total Sales for different product categories in each region in 2016". The dashboard includes a navigation bar with "Edit Design", "Sort", and "Other Charts" buttons, along with a "Underlying Data" button. Below the navigation bar, there are filters for "Date: All" and "Product Category: All", with a "Reset" button. A modal window is open, titled "Share the view 'Sales in Each Region 2016' to new users". The modal has a progress bar with four steps: "1 Specify Users", "2 Permissions", "3 Filter Criteria", and "4". The "Specify Users" step is active, showing a text input field with the prompt "Enter e-mail addresses (one per line):" and the email addresses "charlesstone@zillum.com" and "jfranks@zillum.com". A "Share this View to New Users" dropdown menu is open, listing options: "Share this View to New Users", "Share this View to Groups", "Make this View Public", "Edit Shared Details", "Manage Groups", and "Share to Support".

Exporting Data

- Export reports and dashboards as CSV, XLS, PDF or HTML files.
- Flexible schedules to send reports right to your inbox.
- Embed or publish dashboards and reports.



Thank You