Captell
IT Service Reporting

Company Profile: ITSM Reporting Services

Adrian Heald, Director

Captell
IT Service Reporting

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Clear visibility into IT operations, to forecast and plan for the future – in detail, in terms business managers understand.

We deliver a complete end-to-end reporting solution for IT service management that adapts to all your technology, speaks the language of business, and can be tailored to your specific requirements.

We're IT service management experts with many years of experience and we've developed versatile technology called *Captell Enterprise* that can be deployed in various forms to suit the requirements and budget of a wide range of clients.

From small operations with 20 servers, to the largest distributed and/or virtualised data centres, our reporting solutions are automated; accurate; reliable; centralised; independent; consistent; timely; extensible and cost effective.

Our engagements often pay for themselves immediately by unlocking hidden capability, plugging security holes that risk your entire business, or revealing cheaper and more effective ways to build capacity without massive spending.

We engage with clients to transfer the skills to continue their reporting and service improvement journey, and remain a valuable source of expertise and insight to help them move forward consistently.

Captell Enterprise allows rapid deployment of fully-automated reporting systems, from data collection and integration, through summarisation, sub-setting and data culling, to charting and document production and publication.

We can work with most systems and sources of data to automate your full reporting requirements and provide the information you need to manage effectively, in a format you can understand – *on demand*.

You can't manage what you can't see...

If you can't clearly see into your IT operations, you don't know what capacity you really have – or need. Good reporting is the key, but good reporting requires:

- Data collection from all your IT assets – centralised and distributed

- Management of the huge volume of performance information

- Summarisation to extract important issues and trends to track, and

- Reporting, to present and format the data into *insights you can use*.

Combining *Captell Enterprise* with *Capacity Management Capability* (*CMC*) automates these tasks for seamless data collection and centralisation.

Captell CMC is designed for forward projection of resource consumption, focused around *business applications and services*. Analysis around actual business tasks lets you assess IT's capacity for real work, not just technical benchmarks.

Projecting trends forward in time provides plan baselines, against which you can automatically compare actual performance and track progress against the plan. Linking forecast issues with real business tasks lets you predict the business impact of capacity issues and assess capacity requirements in business terms.

Captell CMC and *Captell Enterprise* improve your capacity management by freeing the Capacity Manager from hum-drum data management and reporting - allowing them to actually *manage IT capacity*.

Effective IT Service Management Reporting

Most organisations – *and probably yours* – have at least one key report that's produced manually, in a time-consuming, costly and error-prone spreadsheet. When the responsible staff member leaves or the machine fails – it's lost.

IT Service Management Reporting is complex, involving many data sources, processes, and people. Organisations often develop their reporting piecemeal, addressing one pain point at that time.

This leads to inconsistent and unreliable reports that tell different stories about the same events, and ultimately fail when the developer moves on.

We implement centralised, controlled, secure reporting systems covering any aspect of IT service management – and we do it cost and time effectively.

Automating a single report in one organisation with Captell yielded a net saving of 60 man days *each month,* while securing the overall reporting process and advancing delivery of the key report from the last day of the month to the first.

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Clients

We've worked in many industries including:

- Federal Government
- Banking
- State Government
- Health Care
- Utilities
- Insurance
- Resources & Mining
- Publishing

Some of our clients include:

- Rio Tinto
- Australian Child Support Agency
- Australia Post
- Centerlink
- Dept of Human Services
- Dept of Veterans' Affairs
- SP-AusNet
- IBM
- Medicare Australia
- Jemena Power
- Dept of Immigration & Citizenship
- Many, many others.

We have implemented effective reporting systems using our proprietary Captell software and other reporting tools, including SQL Server and SAS. Some have supported broad, whole-of-business reporting while others are more specialised:

- Capacity & Performance
- Software Asset Reporting
- IT service Management
- Change Management
- Problem and Incident Management
- Availability Management
- Release Management
- Configuration Management
- Asset management
- Capacity and Performance

Corporate History

Captell is a service line of *ITSM Reporting Services Pty Ltd*, which started life in 1996 as *Capacity Reporting Services*, a company aimed at delivering capacity management reporting services to the Australian Federal Government market.

The firm has taken a new name and slight changes in direction over the years, but always maintained its focus on improving IT Service Management through delivery of superior reporting systems.

In 2004, as *Captell Developments*, the company received several Federal Government grants to develop and commercialise the *Captell Reporting System* - an enterprise-level data warehousing and report generation platform designed purely to support the Capacity Management task.

Commercial success saw the system applied more broadly, and in 2011 the firm became *ITSM Reporting Services* to better reflect our purpose in life: improving IT Service Management through better reporting systems and services.

Based in Victoria, Australia our company consists of a small, dedicated group of expert developers and reporting practitioners who work closely with our clients to provide reporting infrastructure to deliver high-quality IT Service Management.

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