

# ITBI™

## ITBI Enterprise Insights



**SMT Data**  
Specialists in IT Business Intelligence

**Protecting the World  
from excess  
IT consumption**

# Getting the information advantage

SMT Data's services and the IT Business Intelligence solution (ITBI™) is a clear and transparent window to the value of knowing exactly how IT affects business and vice versa - and enables both worlds to make fact based decisions about IT capacity, -performance and -cost.

SMT Data's services allow the customer to significantly reduce IT capacity related costs, and optimize performance and service levels by creating transparency into the cost drivers in your IT installation and insight into how business activities affect those cost drivers.

SMT Data's offering consists of software and services developed and delivered by a world class team. We have supplied fact-based optimization to an international client base since 1990.

## THE VALUE

ITBI is a unique solution focused on ensuring the lowest possible IT capacity costs and maximum business value per cost unit. Experience shows that this focus typically results in cost reductions related to IT capacity of around 15% within the first year and a return on investment of less than 6 months.

SMT Data provides a number of services to support the customer in maximizing the value of ITBI, and thereby managing IT costs as effectively as possible. Services include technical optimization of the infrastructure, as well as creating an understanding of which business units and applications use what IT resources, and at what cost.

## WHO USES ITBI?

ITBI is for companies with a large and complex IT infrastructure. ITBI is valuable across industries and regardless of whether the company manages its own infrastructure, is outsourced or is itself an outsourcer.

ITBI is for everyone who wants to manage IT with the same overview and efficiency that is expected of other business units, based on facts! Understand how IT infrastructure is used, by whom or what, and at what cost.

ITBI can be used to gather and analyze data from IBM Z, Windows and Linux platforms.



### IT Finance

Charge back  
Forecasting  
Budgeting



### IT Operations

MF Optimization  
Server rightsizing



### IT Technical

MF Modernization  
WLM Setup  
SAS to WPS  
MIPS Definitions  
Platform upgrading



### Application Development

DevOps vs OpsDev  
Application Capacity optimization  
Application Performance Management



### Procurement and Vendor Management

Software license optimization  
Outsourcer Transparency  
Software audit



### Corporate Development

M&A  
Sourcing considerations  
Journey to Cloud

# ITBI™ - Enterprise Insights

SMT Data has developed a unique open platform capacity & performance management solution: ITBI™ Enterprise Insights.

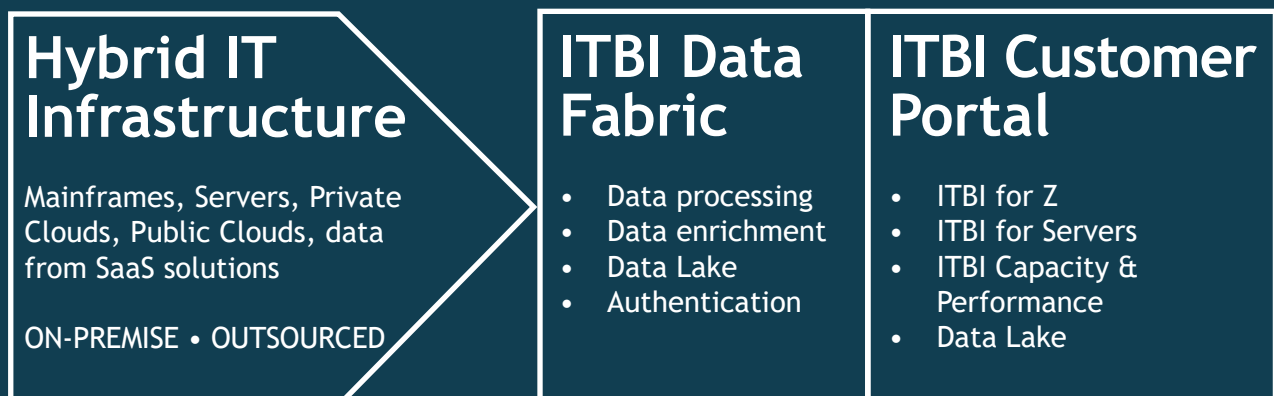
ITBI Enterprise Insights collects, aggregates and processes enormous amounts of technical capacity and performance data as well as a broad range of other data from customers' Hybrid IT-infrastructure across multiple platforms: Mainframe, Windows, and Linux servers, whether these are on-site, cloud-hosted or outsourced. The collected data are transformed by a Data Processing Engine, aggregated, enriched with business, cost and application information, and thereby transformed into useful, actionable knowledge at all organizational levels.

ITBI Enterprise Insights delivers transparency, predictability and accountability in the mana-

gement of large Hybrid IT infrastructures, empowering IT organizations to deliver the best quality service at the lowest cost.

The ITBI Enterprise Insights Platform can be accessed in different and flexible ways via the ITBI Customer Portal. ITBI Enterprise Insights is built on a deep understanding of the data, the underlying technical platforms, and the technical and business users' needs.

## An open platform collecting data from complex Hybrid IT Infrastructure



# How ITBI™ works

ITBI collects capacity and performance data from the IT infrastructure and combines these with business information such as: costs; which application and organizational unit is using the resources; and for what activities.

Data is made available to the user through an advanced Business Intelligence reporting tool via a browser, app or thick client. ITBI is delivered as a cloud service or installed in the customer's data center.

ITBI can exchange data with other applications, e.g. CMDB, Charge Back / TBM and Service Management tools as well as an export function in for formats like csv, xlsx and pdf.

The technical reporting works "out of the box" and creates immediate value by identifying capacity, performance and demand optimization potential.

The technical data can be mapped to the customer's application structure, organization and related costs.

In this way, technical language is translated into business terms - from "Gbit pr. second" to "million euros pr. quarter". Whereas the technical data is standard, mapping is always unique to the customer, and is offered in the form of services from SMT Data and partners.

ITBI is easy to implement, and the business mapping data is read in automatically through a standard interface.

This tagging provides an overview showing which business units or applications are using which IT resources and at what cost.

The enrichment of the technical data provides an overview as well as insight into the whole company's complex IT infrastructure, and the information is useful to all decision makers within IT operations, application development, vendor management, finance, and senior management.

ITBI enables useful dialog and shared responsibility regarding IT capacity costs with other business units across the company.

Just like traditional BI, ITBI enables fact-based decisions and day-to-day follow up.

ITBI frees people to act on the information rather than collecting data. People spend their time problem solving, optimizing, planning, and reporting, rather than finding out where to get the data or whether the data is correct.

The ITBI solution uses the same basic data for all reporting, both for technical and management reporting, but the reporting is in terms and units understandable by the receiver. In this way the data comprises "one truth" about the infrastructure that is used across the company. It is therefore possible to drill down from a business view to the underlying technical view, for example to understand the technical changes that bring increased costs to a business area, or vice versa.

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**IT capacity costs - Optimized, Reduced, Explained and Controlled**

# ITBI for IBM Z

## ITBI for IBM Z

IT Business Intelligence for IBM Z (ITBI™ for IBM Z) supports capacity management and performance analysis for IBM Z. ITBI gathers log data such as SMF (System Management Facility), RMF (Resource Measurement Facility) and others.

An advanced business intelligence analytics tool allows the customer to analyse and understand the data in order to reduce capacity related costs, improve performance and improve availability.

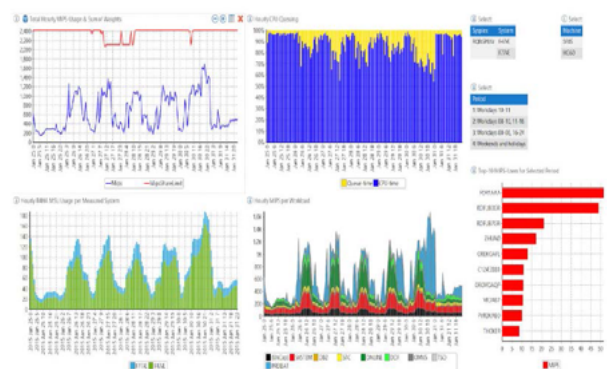
ITBI includes extensive standard reports and a rich end user tool for building own reports, allowing customers to quickly identify cost drivers, performance bottlenecks and changes that have impacted cost or quality of service. The technical data can be enriched with business dimensions, allowing the customer to create transparency into the relationship between capacity costs and applications, business units or business activities. This mapping can form the basis of activity-based costing.

ITBI ensures clear fact-based communication between IT operations and the rest of the organization including software development, IT finance, vendor management, and business units. For outsourced customers, ITBI provides a unique ability to understand and optimize capacity costs and quality of service.

ITBI is normally delivered as a cloud-based solution - ITBI as a Service - but can also be installed on a Windows server in the customer's environment. ITBI supports analysing performance and capacity data from IBM Z, WLM, CICS, DB2, IMS, WAS, MQ, DCOLLECT, and more.

## Main Functions

- Analysis and reporting of performance and capacity based on SMF, RMF, etc.
- Extensive standard reports covering IBM Z, WLM, CICS, DB2, IMS, WAS, MQ, DCOLLECT and more
- Strategic, operational and tactical views of the data allowing drill down to understand the details of the cost drivers and performance bottlenecks
- An easy to use analysis tool to build new reports and customize standard reports
- Mapping of technical terms such as job, transaction, plan or package to business terms such as application, business unit or business activity
- Scheduled or alert-based distribution of data to csv, excel, jpeg, pdf and other formats
- Delivered as SaaS (Cloud) or on-site solution



# ITBI for Servers

## ITBI for Servers

IT Business Intelligence for Servers (ITBI™ for Servers) supports capacity management and performance analysis for Windows, Unix and Linux servers. ITBI gathers CPU, Memory, Disk and Network capacity and performance data via an agentless collector program using Windows Management Instrumentation (WMI) and Secure Shell (SSH) connections.

ITBI for Servers makes it possible to obtain a total overview by collecting capacity management and performance data across large installations with many servers no matter what the underlying platforms are (physical servers, Hyper V, VM Ware, Linux, zLinux, cloud, etc.).

More than a technical tool, ITBI for Servers is an advanced business intelligence analytics tool that allows customers to analyse and understand the data in order to reduce capacity related costs, improve performance and improve availability, for example by identifying rightsizing potential.

ITBI includes extensive standard reports and a rich end user tool for building own reports, allowing customers to quickly identify cost drivers, rightsizing potential, performance bottlenecks and changes that have impacted cost or quality of service. The technical data can be enriched with business dimensions, allowing the customer to create transparency into the relationship between capacity costs and applications, business units or business activities.

ITBI ensures clear fact-based communication between IT operations and the rest of the organization including software development, IT finance, vendor management, and business units. For outsourced customers, ITBI provides a unique ability to understand and optimize capacity costs and quality of service.

ITBI is normally delivered as a cloud-based solution - ITBI as a Service - but can also be installed on a Windows server in the customer's environment.

## Main Functions

- Analysis and reporting of performance and Monitoring, analysis and reporting of CPU, Memory, Disk and Network performance and capacity from Windows and Linux servers whether physical, virtual or in the cloud
- Strategic, operational and tactical views of the data allowing drill-down to understand the details of the cost drivers and performance bottlenecks
- Rightsizing analysis of servers with too much or too little capacity
- An easy to use analysis tool to build new reports and customize standard reports
- Mapping of servers to business terms such as application, business unit or business activity
- Scheduled or alert-based distribution of data to csv, excel, jpeg, pdf and other formats
- Delivered as SAAS (Cloud) or on-site solution

# Capacity & Performance Data Lake

## Data Lake

An ITBI AI Developer Access license allows customers to determine what data are going to be stored in the ITBI Data Lake, at what level of granularity and for how long time.

The access is then granted to the customer for both ad hoc queries and downstream tasks (programmatic access).

ITBI Data Lake access allows customers to do the analysis of their choice directly on own data and with the tools of their choice.

Customers with AI Developer license have a Data Lake option they can select from the ITBI Portal Menu after logon. This presents three options: AI Developer, Access Credentials and Data Model Documentation.

### One-off queries

One-off queries can easily be initiated by clicking on the AI Developer menu entry. This simple action takes the data analysts directly into the Data Lake, specifically, into Amazon Athena. The data analyst will be presented with a query window where it is possible to execute queries directly against the Data Lake. One-off queries can be executed using SAS or WPS analytics.

### Downstream tasks and programmatic access

From the ITBI Portal, Data Lake downstream tasks are initiated via the menu entry Access Credential. The Portal generates credentials for data analysts. Data scientists, data analysts, data engineers or other analysts within the customers' organizations can use the credentials to integrate access to the ITBI Capacity & Performance Data Lake using SQL, Python, R, Julia or other programming languages of their preference.

Machine Learning (ML) and AI (Artificial Intelligence) tools can also be applied to the ITBI Data Lake.

## Main Functions

- Direct developer access to the ITBI Data Lake
- Possibility of choosing what additional own data to gather from own infrastructure in addition to standard measures of capacity and performance
- Customization of data granularity
- Customization of data retention
- Gathering data from complex Hybrid IT infrastructures: Mainframes, Server Environments, Private Clouds, Public Clouds as well as from various SaaS solutions
- Ad hoc-queries
- Programmatic access
- Use of preferred analytical tools: SAS, WPS, SQL, Python, R, Julia and many others



# KEEP UPDATED

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