

		Business Intelligence	Service Level Management	IT Enterprise Operations	IT Enterprise Management	IT Performance Management	Metricus
		Software dedicated to the extraction and presentation of data required to make decisions.	Software dedicated to the management and reporting of IT services	'Out of the box' reporting and visualization solutions to manage IT operations	Reporting, 'dashboard' and advanced visualization software	Proprietary hybrid SLM/BI solutions for IT Performance Management	Metricus is a flexible solution that helps organizations manage their IT performance and drive IT improvements
Overall score		75%	65%	53%	65%	65%	92%
Knowledge							
IT Performance Metrics	Clearly defined, structured IT performance metrics	2	3	1	2	3	5
Best Practice Framework Alignment	Alignment of metrics with best practice frameworks (ITIL, etc.)	2	4	2	3	4	4
Data collection templates and support	Out of the box data extraction from standard IT Enterprise software and other sources	3	4	2	2	3	3
Report, Scorecard, Dashboard templates	High quality reports, scorecards and dashboard templates	2	3	3	4	4	4
IT Performance Management Functionality		9	16	8	11	14	16
Operational Reporting	Designing, creating and running near real-time reports. Accessing data direct from underlying data sources	5	3	4	3	3	5
Management Reporting	Designing, creating and executing complex, multi object reports	5	4	2	4	4	5
Analysis	Ad-hoc interactive drill-down and slice/dice analysis of data	5	3	2	2	3	5
Scorecards	Point in time scorecards customized for specific requirements	4	2	1	2	3	5
Dashboards	Ability to design and configure dashboards for users containing operational reports, management reports, scorecards, alerts and notifications and collaboration mechanisms	4	4	1	3	3	5
Visualization	Advanced data visualization, strategy maps, cause and effect diagrams, interactive process diagrams	5	4	2	3	4	5
Alerts and Notification	Alerts and notification procedures related to the monitoring of IT performance	4	3	1	3	3	4
Collaboration	Collaborative mechanisms for sharing information and managing IT performance improvement initiatives	3	3	1	2	3	5
General Functionality		35	26	14	22	26	39
Customization	Overall data integration capabilities including availability of an Enterprise ETL tool, ability to work with structured and unstructured data, ability to create data mart and data warehouse structures, ability to integrate data in near real-time, ability to enter data manually	5	3	2	2	3	5
Customization	Ability to customize and extend the environment based on specific customer needs	4	3	2	3	2	5
Multi-lingual	Extend to which a product supports both a multi-lingual interface and data	5	4	4	3	3	4
Security	Overall level of security and authentication options and functionality available	5	5	4	4	4	5
Implementation		35	26	14	22	26	39
Setup and configuration	Ease with which the product and services can be installed and configured	3	3	4	2	4	4
Flexibility	Flexibility of the solution to adapt to the specific needs of an organization in terms of process mappings, inclusion of metrics, dashboard design.	5	2	3	2	4	5
Training	Availability of training materials and workshops that support the organizational implementation	5	4	3	3	3	5
Resource Availability	Availability of resources with skill-sets required to implement the solution	3	2	4	2	3	4
Development environment	Availability of a fully supported development environment that allow organizations to build and test changes	4	3	4	2	3	5
TCO	The overall TCO relative to products considered to be competitors	3	2	5	2	3	5
Maintainability		23	16	23	13	20	27
Ease of operations	Overall ease of use of the solution on a day-by-day basis	3	3	4	2	4	5
Change and release management	Complexity of change and release management procedures and process	2	3	2	3	3	4
Development tools	Availability of development tools and a managed development environment	3	2	2	2	2	5
Support	Availability of technical and subject matter expert support	5	4	2	2	4	4
Software as a Service	Solution is run over the internet and is fully managed and maintained	2	3	4	3	3	5
		15	15	14	12	16	23

Examples

-IBM Cognos
-Oracle Hyperion
-SAP Business Objects
-SAS

-Oblicore
-Digital Fuel

-HP Service Manager
-BMC Remedy
-BMC Patrol

-HP Operations Dashboard
-CA Service Desk Dashboard

-Mirror42
-Pureshare

- 5. Excellent
- 4. Good
- 3. Satisfactory
- 2. Limited
- 1. Not available