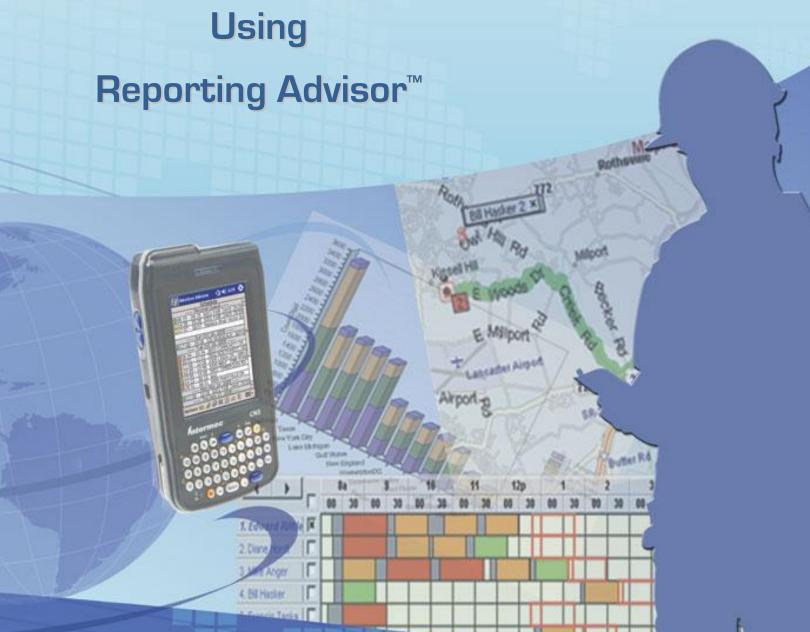# GoServicePro
Service Solutions - Delivered!

Reporting & Analytics

Using

Reporting Advisor™

GoServicePro Delivers Service Solutions for:

▶ **Customer Service**

▶ **Contracts**

▶ **Scheduling & Dispatching**

▶ **Mobility**

▶ **Partner Integration**

▶ **Logistics**

▶ **Billing**

▶ **Reporting & Analytics**

To learn more about GoServicePro's Service Management solutions, visit us online at:

www.GoServicePro.com

Or email us at:

info@GoServicePro.com

Analyzing, interpreting and acting on business information in real-time are difficult yet critical business activities. Today's business systems provide an overwhelming amount of data – data that must be extracted, summarized, analyzed and presented to be of any use at all. An integrated reporting solution that responds to these challenges is an essential component of managing a complex service environment. The goal is to be able to translate raw data into actionable information in near-real time and direct this information to the appropriate parties so they can take responsive actions. The ideal solution will use role based security and powerful administrative tools to ensure that reports are deployed rapidly while maintaining strict data security, thereby preventing unauthorized users from viewing sensitive business intelligence.

Analyze trends and changes in service patterns…
Publish reports to employees and customers…

GoServicePro's Reporting Advisor™ provides powerful, dynamic, actionable information that enables service organizations to monitor critical business processes and automatically notify responsible parties when corrective action is required. Users can design, explore and visualize information in an interactive web-based reporting workspace or interact with them directly within the Service Management System (SMS) or any other corporate website. Report generation and administration occurs within the graphical point-and-click query builder and administration toolkit. Reporting Advisor™ allows administrators to control the amount and type of information that is shared with users while still allowing them to explore data and save personalized versions of their reports, thus reducing dependency on IT and developers. Reporting Advisor™ comes loaded with a suite of pre-defined service reports that enable service businesses to measure and analyze critical service processes in order to reduce costs and increase revenue.

✓ **Interactive web-based reporting embedded within the Service Management System**

✓ **Intuitive user interface allows end users to save personalized versions of their reports**

✓ **Role-based report distribution and security insures the right users have access to the right information**

✓ **Actionable analytics notify appropriate parties to take action when processes go out of bounds**

✓ **Point-and-click report builder reduces time required to generate new reports**

✓ **Suite of pre-defined service reports facilitate measurement and analysis of critical processes**

Report Advisor™ Features

- Interactive web based/embedded reporting toolkit provides users with real-time, dynamic, actionable information

- Role based data security and report distribution insures the right users have the right information and sensitive data is protected from unauthorized users

- Powerful end-user reporting tools allow data consumers to explore and visualize their data; reducing the need for IT organizations to create custom reports

- Data visualization toolkit empowers data consumers to explore and drilldown through their reports in a variety of formats including graph, data view, dashboard, and geographical maps

- Robust back office analytics server monitors key performance metrics and automatically takes actions such as email notification or custom script execution when processes are outside pre-defined thresholds

Reporting Advisor Web Client

- Flexible web architecture and customer-centric data security protocol extends reporting capabilities to customers and partners

- Intuitive point and click report building toolkit reduces report generation time, allowing IT organizations to better meet demanding timelines

- Integrated email server distributes scheduled or event driven reports to data consumers in a variety of standard formats including Excel, pdf, html, rtf, and text)

- Mobile print server is fully integrated with Wireless Advisor empowering field users to print estimates, invoices, receipts, etc

- Advanced Analytics package enables trending data to be captured on key metrics

Business Benefits

Embedded Intelligence
- ✓ Application embedded reporting
- ✓ Web based reporting portal
- ✓ Exception based reporting
- ✓ Advanced Analytics Module
- ✓ Pre-defined service management reports

Ease of Use
- ✓ Point-and-click query and report development supports iterative report development and performance tuning
- ✓ Report view toolbar allows switching between Graph, Crosstab, List, Form and Map views with a single click
- ✓ Ability to report on any database object

Data Security
- ✓ User and Role-based data security
- ✓ User and Role-based report distribution
- ✓ Report Object and Operational Report user sharing
- ✓ Scheduled reports distributed to desired users

Flexibility
- ✓ Report on production or historical databases
- ✓ Reports can be easily embedded in any web page
- ✓ Embedded drill-down of graph and crosstab reports
- ✓ Supports map reports using MapPoint .NET

✓ Embedded Intelligence

✓ Ease of Use

✓ Data Security

✓ Flexibility

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