

PRODUCT BRIEF

AT A GLANCE

Automate SLAs with real-time insights, proactive alerts, and comprehensive reporting.

KEY BENEFITS

- Lower costs and increase productivity
- Improve customer and provider relations
- Reduce SLA penalties
- Limit business risk

KEY FEATURES

- Data integration
- Deep correlation
- Service library
- SLA contracts
- Guided design and discovery
- SLA dashboard
- Breach alerts

Business Service Insight

Align IT Services with Business Outcomes

Overview

The Broadcom® Business Service Insight software automates and accelerates the management, monitoring, and reporting of service level agreements (SLAs) and service delivery for enterprises and service providers. Using a top-down approach focused on business-relevant service descriptions and measurements enables the real-time definition of service metrics, contractual obligations, and performance targets. Users can take informed actions based on these metrics and collaboratively report performance to both service providers and consumers.

Business Challenges

Traditional Service Level Management (SLM) approaches often fail to provide sufficient insight, focusing narrowly on infrastructure uptime without accounting for business impact or trends. Multiple applications and diverse infrastructure components complicate the assembly of a comprehensive service view, making data correlation across systems complex and time-consuming. Additionally, the rise of external service providers and unauthorized subscription services further limits visibility and SLA management.

Solution Overview

Business Service Insight offers a scalable, infrastructure-agnostic SLM solution that leverages your existing monitoring tools through high-performance adapters. Its intuitive drag-and-drop interface allows rapid configuration with no changes to underlying systems. This functionality enables organizations to monitor, correlate, and report on contractual and operational service levels comprehensively and transparently, regardless of vendor or technology.

Key Features

- **Data integration:** Aggregate and normalize data through high-performance adapters.
- **Deep correlation:** Link data independently of event types for comprehensive insights.
- **Service library:** Utilize standardized, out-of-the-box metrics and content.
- **SLA contracts:** Define, manage, and track vendor and customer obligations.
- **Guided design and discovery:** Map internal and external business services with ease.
- **SLA dashboard:** Visualize current status and trends of service performance.
- **Breach alerts:** Proactively notify users before SLA violations.

RELATED PRODUCTS AND SOLUTIONS

Business Service Insight integrates seamlessly with these Broadcom Service Management tools to provide comprehensive service request, support, and delivery:

- Service Desk Manager
- Service Catalog

Key Benefits

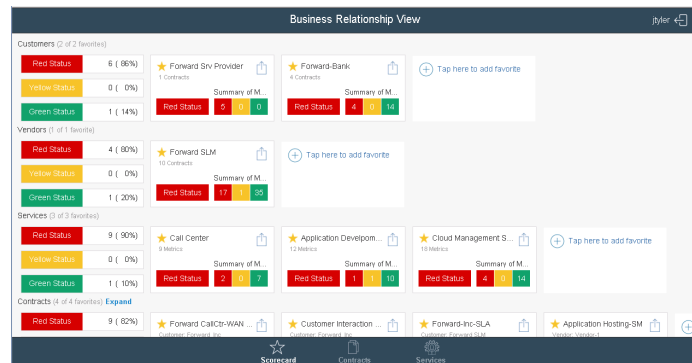
- **Lower costs and increase productivity:** Automate and streamline SLM processes and reporting.
- **Improve customer and provider relations:** Align performance with expectations to boost retention.
- **Reduce SLA penalties:** Proactively manage service levels, minimizing costly violations.
- **Limit business risk:** Enhance accountability and control across service delivery chains.

Critical Differentiators

Business Service Insight transforms SLM into an active strategic capability by:

- Automating data collection and violation analysis beyond service desks with business rules.
- Providing a unified, contract-centric view with documented terms, exceptions, and lifecycle management.
- Linking operations across internal and external suppliers and customers, using advanced aggregation and correlation engines.
- Leveraging experience-based templates developed from enterprise-class implementations to simplify management of insourced and outsourced services.

The Business Relationship View displays top-down performance of contractual obligations and services.



Summary

Business Service Insight enables organizations to move beyond simplistic uptime monitoring, offering a sophisticated, agile service level management platform that aligns IT services with business outcomes. By delivering real-time visibility, actionable insights, and proactive SLA management, it helps reduce operational risks and enhance service quality. Business Service Insight drives greater customer satisfaction and operational excellence.