Product Selection

**Grading Scale**

**10 – Above and Beyond (has some additional features that might be useful)**

**8 – Fulfils Requirements**

**6 – Most Requirements Fulfilled, Some Requirements Missing**

**4 – Many Requirements Missing, Might be Part of a Multipart Solution**

**2 – Almost Useless for this Problem**

All sub-scores are added to produce a final score. Security and Maintenance are added twice to account for their importance.

Remedy Smart Reporting: 70/80

Remedy smart reporting is a feature that is part of the Remedy suite. If the FAA are using a version of the Remedy ITSM that is older than 9.1, Remedy Smart Reporting might not be included. We have been unable to find documentation for a Remedy Smart Reporting version older than that packaged with Remedy ITSM 9.1.

**Automation: 8/10**

Reports in Smart Reporting, once created by hand, can be saved so that they do not need to be recreated. Saved reports can be sent via email on a schedule (“Broadcasting”) or integrated into dashboards, refreshing automatically.

**Data manipulation: 8/10**

Smart reporting comes with a wide variety of analysis tools, which make it very powerful and flexible. Customizable dashboards and reports can be created to suit the team’s needs.

**Ease of use: 8/10**

It is easy to use and there are many video tutorials available online. It is already hooked directly to Remedy so there is no need for additional installation or data movement.

**Maintenance: 8/10 (counts twice)**

Maintenance time would be minimal since the data comes straight into Remedy. Reports must be created manually, but after that, they may be rerun quickly as desired.

**Security: 10/10 (counts twice)**

There are no security risks since it is already part of Remedy.

**Cost: 10/10**

Included with the Remedy suite.

Power BI: 64/10

Microsoft Power BI is a business data intelligent platform that provide non expert technology user to store, aggregate, analyze, visualize and share business data.

**Automation: 4/10**

Reports and data can be shared after user finish to other people with access

**Data Manipulation: 8/10**

By installing the Power BI Desktop, it is very easy to import data from excel file into the platform. User can also connect to Azure database.

**Ease of Use: 8/10**

It has a very similar user interface with Excel so it should not be required too many training for new users. Microsoft Power BI is used to find insights within an organization’s data that mean an businessman can just upload raw data into the system and then Power BI could handle them by connect data sets, transform and clean the data in to data model.

**Maintenance: 8/10 (counts twice)**

Power is run on Microsoft data base – Azure and it is very stable system and it did not require a lot of maintenance.

**Security: 8/10 (counts twice)**

Power BI can use with Row-level security to restrict data access for given user therefore the manager could share what data to each user and restrict other from access sensitive data.

**Cost: 8/10**

Power Bi offer a Power Bi premium with 10G maximum per individual dataset and 100TB maximum storage. The rate is 4,995$ per month

Oracle Business Intelligence Enterprise Edition: 65/80

Eight components are bundled together in this software package. Together, they form a fully featured reporting and analytics system.

**Automation: 9/10**

OBIEE has several automation features. Dashboards from the Dashboards component are interactive and automatically update. The Delivers component monitors activity and gives alerts. The Publisher component can be used to build, queue up, and send off reports.

**Data Manipulation: 10/10**

OBIEE’s Data Visualization component allows users to take in data from a variety of sources, manipulate it and display it so that it can be embedded in Dashboards or reports. The less formal but quicker Answers component allows quick visualization of ad-hoc questions.

**Ease of Use: 5/10**

Not OBIEE’s strong point. The architecture is old, and while it is powerful, most of that power is difficult to use without outside training or reference.

**Maintenance: 7/10 (counts twice)**

Oracle provides tech support and upgrades, and once an analysis is created in OBIEE, it can be rerun as necessary with the click of a button. Your users should not need to consistently spend time modifying or debugging reports. However, OBIEE is a complex system, so correcting bugs in analyses may occasionally be necessary.

**Security: 10/10 (counts twice)**

OBIEE has sophisticated security in place that would allow secure communication of data even if it was being sent over the open internet. Users are authenticated via password, and their permissions for modifying or viewing data are determined by their user group.

**Cost: 7/10**

As of January 2020, OBIEE is offered per-processor at $300,000 and per single user at $3,675. There is an additional cost of $808 for support and upgrades. All of this is offered in block, with no unexpectedly higher costs. Overall, OBIEE has been described as expensive, but powerful and fully featured.

Yurbi: 61/80

A commercial dashboard building software, specific to BMC Remedy. It does not have the power and name of Microsoft or Oracle but may make up for it by being a purpose-build solution.

**Automation: 8/10**

Reports can be scheduled from the “library” and will be sent via email when scheduled

**Data Manipulation: 7/10**

Well visualized, easy to understand data representation. With capability to show multiple databases at the same time. Can connect to Oracle databases

**Ease of Use: 10/10**

One of the strong suits of Yurbi. It is focused on making reporting as easy as possible, with no coding knowledge needed. Yurbi also has multiple pre-made filters for data visualization, with ability to create your own personal filters as well. Users do not need to go to admins to check different data visualizations, assuming they have permission to the database.

**Maintenance: 8/10 (counts twice)**

Data is updated directly from the database, so there would not be much maintenance required for this solution.

**Security: 6/10 (counts twice)**

“Library” keeps all the data in a secure place, only people with permission can access data. Permissions are given by an admin.

**Cost: 8/10**

Yurbi starts at $2,500 per person per year, but for this application you would likely need the other option that is $24,000 per year that gives more features.

Orbit Analytics: 62/80

Orbit is software that was specifically created to solve problems with reporting software that doesn’t meet all the needs of a business. It has a lot of good features all around, although you need to get a quote from the company to get a price.

**Automation: 8/10**

Orbit allows you to schedule report generation on a daily, weekly, or monthly basis.

**Data manipulation: 8/10**

Orbit has many options for data visualization. It allows you to drill down into any table and look at any necessary data.

**Ease of use: 10/10**

Orbit is designed to be used by people with little or no IT experience. Dashboards can easily be created and understood.

**Maintenance: 8/10 (counts twice)**

Orbit can integrate with reporting software as long as it meets the Java Database Connectivity (JDBC) standards. This should make maintenance minimal and easy.

**Security: 8/10 (counts twice)**

Orbit allows you to assign roles to your users which allows you to control who gets control over what data.

**Cost: 6/10**

Orbit didn’t list their prices on their website. The website stated that they would try to optimize the “Total cost of ownership” of the software. You need to enter your contact information on the website to get a quote.

Splash BI: 61/10

SplashBI concentrates on providing quality reporting and visualizaion for executive, marketing and HR analyst

**Automation: 4/10**

Reports and data can be shared after user finish with real time sharing

**Data manipulation: 8/10**

The data can be accessed from every device and browser. It is design to put the data in hand of those who use the most.

**Ease of use: 8/10**

The data can be uploaded to SplashBI and then can be used to generate many report file types such as excel and pdf. This platform required no coding skill that help business user to use it easily. Moreover, SplashBI allows the combination of data from disparate systems to provide a more comprehensive picture of an organization so it will be much easier from user to transform from other platform to SplashBI.

**Maintenance: 4/10 (counts twice)**

SplashBI provides a Microsoft Excel add-in as an included addition to your BI suite and it will not require maintenance

**Security: 8/10 (counts twice)**

The SplashBI platform fully support SSl security technology to establish an encrypted link between a web server and brower.

**Cost: 8/10**

Splash BI didn’t list their prices on their website. The website stated that they would try to optimize the “Total cost of ownership” of the software. You need to enter your contact information on the website to get a quote.