

PCAOB Chooses Northcraft

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PCAOB



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We deployed Northcraft’s BI application for our on premise ver-sion of BMC Remedy 8.X. We’ve used our own BI team in the past to create the reports, metrics and dashboards we needed.

Basically, in previous versions of Remedy, we ended up getting what we needed, but it took a few months. With Northcraft Analytics, we were able to deploy a complete BI application in 7 business days that included Executive Dashboards (used by our CIO and CAO) in SharePoint, 10 critical static reports (custom reports that we needed), their suite of 600+ dynamic reports, web and Excel-based ad-hoc reporting and Dashboards for our iPads.

After 3 virtual training sessions, we had 3 additional users come on-board that had never touched reporting in the past (including one of my service desk analysts!). And for all of this, Northcraft was less expensive than our internal transfer costs. Needless to say, we were completely impressed with Northcraft. One more thing - we ended up choosing Northcraft because their maintenance plan includes the ability to switch to ServiceNow (because we might platforms switch in the future). Finally, these guys are just great and helpful!!



Featuring:

- 1,500 Metrics
- 200 + KPIs
- 10 Process Areas
- No BI Development
- BMC Remedy
- BMC Remedy on Demand
- ServiceNow
- BPPM
- SolarWinds
- Interactive Intelligence ACD
- HP Service Manager