

# FINRA Chooses Northcraft

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# FINRA



Northcraft Analytics BI Application -- Advanced Metrics for ITSM (for BMC Remedy on Demand) has been hands-down the best aspect of our BMC implementation.

The team is extremely accessible and helpful in every way. In addition, they have a great industry network, constantly going above and beyond for us by sharing information proactively, making suggestions that they know will help us.

They are extremely knowledgeable in IT Operations, Service Management, Business Intelligence and ITSM. They are constantly working with me to produce the information I need, due to their powerful BI applications and excellent customer support.

***“They are extremely knowledgeable in IT Operations, Service Management, Business Intelligence and ITSM.*”**



## Featuring:

- 1,100 Metrics
- 150 + KPIs
- 10 Process Areas
- No BI Development
- BMC Remedy
- BMC Remedy on Demand
- ServiceNow
- BPPM
- SolarWinds
- Interactive Intelligence ACD
- HP Service Manager