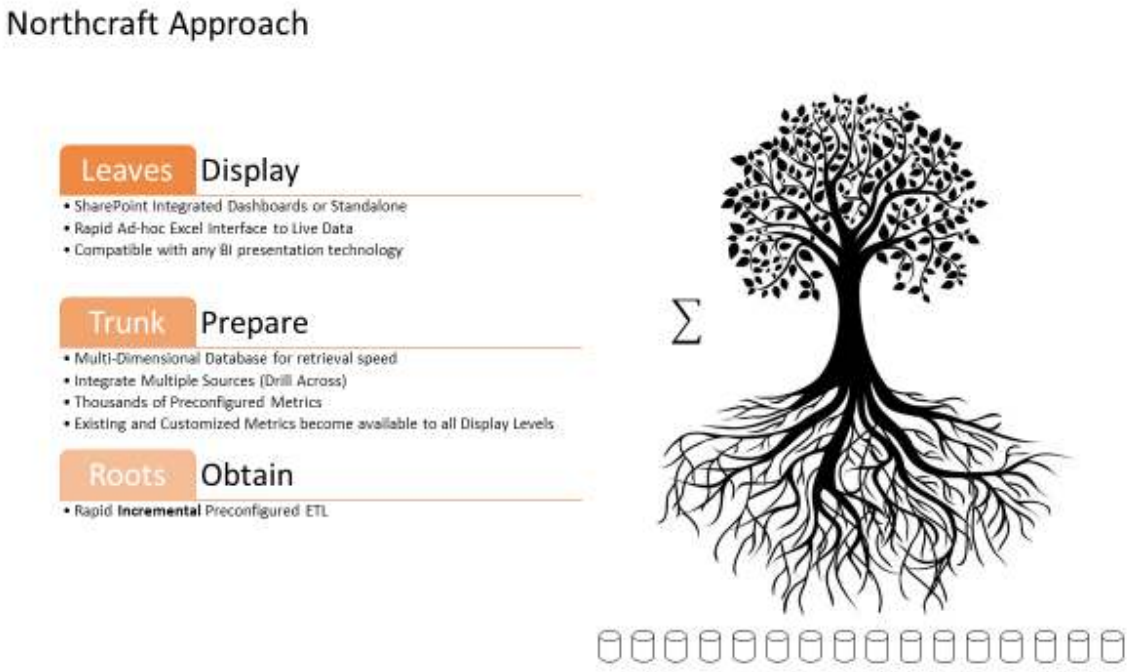
NORTHCRAFT

PREMIER METRICS DISCOVERY

How Northcraft Analytics Compares with ServiceNow Performance Analytics in Fuji and Beyond…



Northcraft Analytics vs. ServiceNow

Comparison

Benefit	Northcraft Analytics	ServiceNow Reporting & Performance Analytics
Packaged Measures and Key Performance Indicators	5,000+ across 15 different BI Solutions, Over 1,000 for ServiceNow alone.	Around 100, But you need to learn two different calculation methods. One for ServiceNow (metric calculations) and another for Performance Analytics (Formula Indicators)
Formulae Available	300+, Median, Standard Dev., Variance, etc...	Only Basic - Avg, Count, Min, Max and Sum
Gartner Top Rating in I&O Business Value Dashboards	Yes	No
Request Additional KPIs From Support	Yes, we will build them for you if you request it!	No, DIY and a throw-away skill.
Ad-Hoc Capability	Yes	No, long build time by admininstrator.
300+ Visualization Types	Yes, through PowerBI, Tableau, Microsrategy, Excel and more.	Very few visualiztion types offered.
Pricing Model	Unlimited users, increase adoption as success is acheived module by module, rather than through user growth.	Incident Management is free (included), but Performance Analytics Premium is based on Annual Contract Value (per seat basically).
Accessible From Any Mobile Device	Yes, HTML 5 for browser and app.	Yes
Simplicity of Report Creation	See for yourself	Must learn two different (and less functional) proprietary methods

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1 Intelligence Platform for Enterprise IT	Yes, Microsoft HOLAP architecture supports our 15+ available BI Applications. Do you really want 15 different embedded BI tools to learn?	No, ServiceNow Performance Analytics is a proprietary embedded BI tool that only works with ServiceNow.
Timeliness of Data	1 Hour Old for Analytics Data, small data sets are real-time.	Default is 24 hour old data. Can be configured, but will choke on volume.
Use Case: Provide Access to Analysis for Approval Bottleneck With Related Changes and Tasks	Yes	No
Use Case: Look at One Year Performance Against SLAs and Drill-Down to Breached Incidents (for customers with 5,000+ incidents/month)	Yes	No
Use Case: Provide Access to Data About Intra-Group and Individual Assignment Bottlenecks	Yes	No
Record Limits	No	Practically speaking, yes, because of the performance impact on drill-down.
Report Suite	Dynamic, 600+, all reports are adjustable by KPI, Perspective, etc...	Performance Analytics is for scorecards, ServiceNow reporting is different, 2 tools.
Audit Trail Reporting	Yes	No, check out our licensing analytics product to see why this is important!

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iWS (integrated Windows Security) or SAML	Yes, seamless for PowerBI with Azure ADSync and Excel.	No
Native SharePoint Integration	Yes	No
Ad-Hoc Capability	Yes	Yes for ServiceNow Reporting, no for Performance Analytics.
BI Presentation Layer Independent	Yes, Tableau, Business Objects, Microstraegy, PowerBI, etc...	No
Implementation Time	Days	Months
BI Development Required	No	Yes, who in your company is going to learn it?
Training Ramp Up Time	Low, someone probably already knows Tableau, PowerBI or Excel in your organization.	High if you would like to build any of your own calculations. If you are a large IT organization, you most likely will.
Proprietary BI Platform	No, it's Microsoft.	Yes, ServiceNow reporting and Performance Analytics are both not built on an industry-leading BI platform.
Timeliness of Data	1 Hour Old Maximum.	Configurable for every Indicator, default 24 hours old.
Multiple Data Sources	Yes, SolarWinds, Cisco, Microsoft SCOM, ServiceNow, etc...	No, ServiceNow only
Drill Down to Grain	Yes	Only if the indicator is not a formula.