

# Visualization Solution

Gain clear visibility into the real time status of business- and mission-critical services



At Windward, we recognize the importance and value of being able to see the current state of the IT and/or business infrastructure and how that helps the IT organization improve service. We also recognize that scores of Visualization technologies are available to our clients, which presents a challenge to implementing an effective visualization solution: too many choices with too much flexibility. With our Visualization Solution, Windward provides globally-accepted best practices around processes that are vital to our clients' business combined with 'best of breed' visualization technologies to display the key performance indicators that matter most to our clients.

Windward's Visualization Solution enables rapid, effective decision-making with improved service and operational level compliance. It gives decision-makers clear insight into the current state of business- and mission-critical services with a special focus on service and operational level agreements.

## Windward's Visualization Solution Offerings

Windward's Visualization Solution offers the following comprehensive set of services:

- **Executive IT Dashboard Design** – Identify the required data collection, transformation, and presentation solutions to convert operations data into actionable information. Our expertise in operations management, performance analytics, and ITIL® methodologies allows us to derive actionable knowledge targeted to the highest decision-making levels.
- **Executive IT Dashboard Implementation** – Create interactive, uncluttered dashboards, with intuitive drill-down capabilities, using 'thin', responsive technologies that best suit the business needs and look-and-feel preferences for executives.
- **Custom Portal Development** – Design and implement Web-based portals, customized to specific requirements so business stakeholders have visibility into the organization's key performance indicators (KPIs).
- **Metrics and Reporting for IT Services** – Provide user-friendly reports targeted for team reviews, executive briefings, and formal customer reporting. Current KPI data provides vital insights into the current status of business and mission services; therefore, on demand and periodic KPI reports are as equally important as designing and implementing active Web-based dashboards.



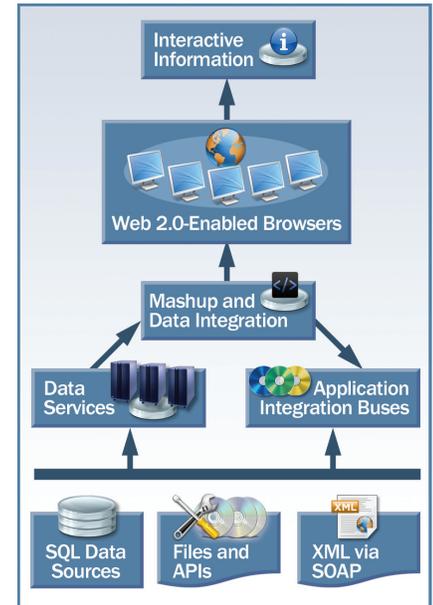
Strategic thinking. Real-world results.

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## How Windward helps Clients

- **Better and Faster Decision-making for Executives** – With at-a-glance dashboards showing relevant KPIs, executives have critical information at their fingertips.
- **Improved Customer Satisfaction** – With an integrated view of the enterprise, you can see, isolate, and resolve business and mission service-affecting events more quickly.
- **Lower Operating Costs** – A reduction in overlapping visualization technologies means you maintain fewer licenses for redundant or obsolete software, thus reducing overall cost of operations.
- **Improved Services Availability** – With interactive drill-down capabilities, you can identify and isolate events to restore services faster, thereby improving service availability.
- **Improved SLA/OLA Attainment** – With clear visibility into SLA and OLA status and service attainment, you can identify opportunities to offer more tailored and differentiated services to your customers.
- **Delivery of “Mashed Up” Technologies** – We can help you make the best choice for your information delivery needs. Windward has experience with taking data from disparate unconnected sources and “mashing” them into one virtual source while providing IT executives with a unique one stop view into their organization.



## Advance Your IT Agenda with Business Technology Management

Regularly assessing, measuring, documenting, and evaluating processes are critical to a successful Business Technology Management (BTM) strategy. BTM unifies business objectives and technology investments to improve business operations, increase profitability, and reduce risks across the enterprise. Because BTM requires a level of organizational maturity difficult to attain with typical daily pressures and limited resources, IT organizations seek outside expert guidance. Windward is the ‘go-to’ BTM expert for our clients.

## About Windward

Since 1997, Windward IT Solutions has remained at the forefront of BTM and is a trusted partner of Communication Service Providers, Fortune 1000 corporations, and the Federal government that run the world’s most sensitive and mission-critical IT environments. With strategic consulting, unparalleled technical expertise and our proven Windward BTM Road Map, we help our clients align the core competencies of process, organization, information, and technology to address business priorities effectively. Windward offers a proven set of technology-independent solutions focused on the three core BTM disciplines – Service Management, Infrastructure Management, and Operations Management – to help our clients plan and deliver high-impact IT services.

## Contact Us

### Windward IT Solutions

Phone: 877.727.5136 | Email: [info@windwardits.com](mailto:info@windwardits.com)

2300 Corporate Park Drive, Suite 400 | Herndon, Virginia 20171

To learn more visit us on the web at  
[www.windwardits.com](http://www.windwardits.com)