About the Captell system

The Captell system takes the drudgery out of producing regular IT Service Management reports and makes more time for analysis and action. Our software simplifies the conversion of raw technical and business data into intelligent information for technical staff, senior managers and other key decision makers. Captell can help you produce meaningful, easily understood reports covering any aspect of IT Service Management within your organisation. Captell provides a consistent reporting framework regardless of the data sources.

IT Service Management reports that once took days can now take only minutes

Why not take an automated approach to generating consistent Service Management reports, improve your analysis and optimize your knowledge with the Captell system?

- Captell automates data gathering, storage, summarisation and report generation for all IT Service Management reporting;
- ITSM tool set vendor, platform and technology independent;
- Stay in control of cost awareness, invoice verification, SLAs, KPIs and more;
- Delivers a rich publishing environment for both web and print;
- Captell can incorporate any data that current monitoring software can produce including data stored in SQL Server, Oracle, ODBC, text files and Excel spread sheets;
- Enterprise wide system – brings visibility to management issues;
- 'Cut and paste' culture minimised – lifting accuracy and improving timeliness;
- Flat fee pricing structure (no per seat licenses);
- Healthy ROI;
- Excellent productivity tool – automated processes, flexible; and
- Leverages off your existing investments in data monitoring products.

It is a powerful tool for anyone tasked with the regular or ad hoc generation of IT Service Management reports as it enhances accuracy, completeness and currency of information.

The Captell system is comprised of four major components:

Captell Workbench

Used by those tasked with report design and maintenance, the Captell workbench is used to build, update and publish Captell report objects.

Captell Service

Provides background scheduled updates to the Captell database. Including loading new data and building and publishing report documents.

Captell Database

Captell utilises the Microsoft's SQL Server™ database with some Captell enhancements such as the Captell Function Pack.

Captell Web

Captell utilises Microsoft Internet Information System (IIS) to support its web services. The Captell web components present the reports found in the Captell database to web browser users. Users are able to change report object parameters within the browser thereby a single report object may be used for several different subjects.

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ITSM Reporting Services

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Major features include:

- SQL Server as the data repository;
- Simultaneous multiple user access;
- Web interface for general user browser access;
- Full security to control access to reports;
- A background service to facilitate unattended scheduled updates to the database and the building and publication of documents;
- Parameter facility to control report content and simplify report generation;
- Data ageing capabilities;
- Summary table facilities;
- Many chart types including mini charts for publishing a huge amount of information in a very small space;
- Ability to apply SQL scripts to a data source before it is loaded into the Captell database;
- Export and import of individual report object definitions;
- Dynamic charts and dynamic chart series;
- Document annotations which allows web based users to provide commentary to be included in Captell report documents;
- Simple dashboard construction, dashboards can include any information in the Captell database including charts, traffic lights, tables and text;
- Conditional text formatting; and
- Ability to incorporate any data from any source into your Captell database to provide cross environment, cross platform, cross discipline reporting.

A Case Study from Dept. of Veterans' Affairs

"Over the last 22 months we've been able to set up reporting for our Mainframe, Windows (incl. VMWare servers), AIX and WAN and LAN infrastructure. On each of these platforms we have been able to implement reporting, using a variety of sources, and written reporting for daily, weekly, monthly and quarterly intervals - including a range of parameter driven reports that help with problem diagnosis. I have received very positive feedback from our front-line technical support.

Captell's support for automation has saved me an enormous amount of time. Once a report has been set up it requires no further effort - data collection, retention and publication & delivery are all taken care of so I am able to spend much more time on high-value work rather than 'housekeeping' existing systems. This has helped to identify opportunities for cost-reduction as well as service improvement.

One unexpected benefit of our approach is that we can capture and analyse high granularity data. Because of the aggregation hierarchy designed into many off-the-shelf monitors we found it difficult to identify problems once the data was more than a few days old because the monitor had started aggregating to hourly average values. Through the use of high frequency data over longer periods, better statistical techniques and more high-value analysis time, we have been able to identify capacity and performance problems previously undetected.

I believe our investment in Captell has proven very successful.

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