# OmniContext™

## OPERATIONAL INTELLIGENCE

**hypersoft**

## Objectives-Driven Insight

### The concept

**State-of-the art analytics for executives in technology-rich organizations: key aspects of critical operations and true business impact of technology**

### Culture of Analytics

*There is fascination in understanding the exact nature of complex operations, which seem to be impossible to easily analyse and measure. Hypersoft has been developing unique expertise of achieving this in many different areas since more than two decades.*

## Operational Monitoring and Analysis That Performs

Hypersoft's real-time and historical Operational Intelligence provides critical insight into your technology operations and thus gives you the ability to gain and keep a competitive advantage.

- Organize operational processes to meet ever-changing customer needs
- Identify and validate critical business service deliverables
- Leverage operational analytics to improve productivity
- Drive organizational improvement and transformation through technology

Operational Intelligence allows you to efficiently manage extremely large volumes of data by continuously re-organizing information to fit into business-relevant service definitions and deliverables. Operational Intelligence sheds light on your company's productivity and identifies key technologies and factors that contribute into core business efficiency. This provides you with answers to questions about how information technology actually boosts performance and quality of work in your organization.

Since Hypersoft supports most of the currently available infrastructure, communication, and collaboration platforms in a technology-agnostic manner, OmniContext™ gives full visibility into how your company really works by providing a broad understanding of how customers, employees, departments, and communities use the newest software, services, and devices to interact with each other and accomplish their business tasks. This includes data center facilities, applications, mobile devices, websites, network infrastructure, and other elements of the technology landscape. They all generate very large volumes of data. By analysing real-time data feeds and logs, Operational Intelligence allows for automated monitoring and notifications, as well as comprehensive reporting. This gives management the ability to see the business impact of technology services and to quickly react to critical emergencies.

## WWW.HYPERSOFT.COM

# OmniContext™

## BETTER METRICS AS COMPETITIVE ADVANTAGE

**With Hypersoft's Operational Intelligence companies gain the ability to think strategically throughout their entire organization.**

Hypersoft provides an all-around picture on technology operations. Every set of contextrelated metrics includes operational indicators for service quality, volume and activity. They could be used for different business scenarios such as process verification, capacity planning, service level agreements monitoring, productivity analytics, knowledge discovery or billing.

### CORPORATE COMMUNICATION DENSITY
interactions per person per day

EUROPE AND THE MIDDLE EAST

August 2014

AMERICAS
8

10

ASIA PACIFIC
24

*The graph illustrates how enterprise communication patterns reflect differences in culture and in the structure of operational workflow for three successful enterprise customers. Hypersoft has more than 200 enterprise cloud customers using Hypersoft Operational Intelligence & Cloud Analytics. Globally Hypersoft provides operational analytics as a service to more than 2 million users.*

## OMNICONTEXT™ PERFORMANCE RADAR

### *An innovative way to present operational status on small-format mobile devices*

OmniContext™ Performance Radar together with mobile push notifications ensures operations are being managed in the proactive manner, lowering operational expenditure while helping to steer towards the strategic management of business infrastructure.

CRM

COLLABORATION

WEB SITE

The flexible nature of OmniContext™ enables integration of custom analytics for different processes in common scenarios.
Since Hypersoft metering is directly mapping to business units, those of them which show high levels of unwanted or fraudulent activity can be identified to improve security. Impact of technology innovations and of training in the efficient use of technology can be directly verified.

Hypersoft helps to identify key processes in core business operations. Once identified and formalized, automatic tracking of those processes with real-time alerting helps to minimize costs associated with downtimes and maintenance procedures.

*Hypersoft Information Systems*

*Germany: +49(800)9753191*
*France:      +33(800)975319*
*United States of America: +1(800)9753191*
*Other countries: +49(89)15904160*
*information@hypersoft.com*