

FireScope Tech Brief : Dashboards and Visualization

“From a usability perspective, FireScope has worked hard to make it easy to understand what the user, whether a sysadmin, CIO or end user sees on their screen. This has been achieved by attention to the differing needs of different roles within an organization. From what I’ve seen, that works well.”

- Dennis Howlett, ZDNet

The multitude of monitoring solutions available all share two common goals: gathering metrics and information about the client’s enterprise and communicating the current state of the business services. Unfortunately, the majority of these solutions lack the ability to effectively deliver the information in a self-service customizable manner that is intuitive by design.

FireScope bridges the gap via our industry leading dashboard interface. Utilizing an advanced Web 2.0 interface, FireScope dashboards provide a real-time view of our customers’ environment and allow users to display the information as they see fit. Each user can personalize their own dashboard using a wide array of features such as Google maps, custom maps, real-time graphs and reports. This flexible interface provides clients the opportunity to see what they want, how they want – be it for the Network Engineer, IT Manager, or CEO.



Key Features

- User customizable self-service creation of dashboard pages
- Build aggregated views of business services utilizing real-time data, events, and SLAs
- Rich display formats including graphs, charts and reports
- Dashboard spaces allow for grouping of common dashboards together
- Sharing of dashboards is made easy through import/export and permissioning of pages.
- Engage – A one of a kind touch screen dashboard interface

Business Value

- Users can view the information they want to see how they want to see it
- Real-time intuitive displays allow the business to respond quickly to changes or problems with no hunting
- Easy to use organization of dashboards reduces searching
- Collaborate with colleagues to reduce repetitive tasks
- Build views that are displayed in public spaces to give an overview of the environment

Competitive Advantage

- One product serves the entire business from the helpdesk to the executive officers.
- The same product provides views at the device level as well as the service level
- Time associated with manual aggregation of data is avoided and results in real-time views of performance in the enterprise
- The health of critical business services and device information is visible from a single interface
- Best-in-class, intuitive, interface provides the user a personalized view of the information important to their role