

# SMA Report Toolkit for HEAT

**SMART.** Powerful, easy to deploy, web and email reporting!

Now you can easily deliver critical information throughout the organization with SMA's Report Toolkit (SMART). SMA has developed this powerful web based report solution for HEAT by using Service Management Best Practices as the foundation and by leveraging Microsoft SQL Reporting Services.

SMART for HEAT includes a Web console with access to over 40 best practice reports designed by SMA. These parameter-driven reports provide graphs, charts and drill-down functionality that deliver real-time information to enhance IT support processes and drive decisions.



Figure 2. Sample HEAT Dashboards

### Key Features

- ✓ Intuitive Web interface
- ✓ Easy export to Excel, PDF and other formats
- ✓ Fast, cost-effective deployment
- ✓ Report delivery via the Web or email
- ✓ Best practice pre-built reports
- ✓ Customizable with off-the-shelf software
- ✓ Solution based on SQL Server Reporting Services

Additionally, users can “subscribe” to reports, having them automatically emailed to them on a regularly scheduled basis.

### System Requirements

SMART requires SQL Server 2005 or 2008. See Microsoft’s web site for all SQL Reporting Services requirements.

### About SMA

SMA has leveraged its 25 years of experience to build a solution that will provide a solid base for reporting, monitoring and analyzing IT support processes.

Additionally, SMA can assist in creating custom reports to complement our out-of-the-box solution.

Contact us today at 888.762.5989 to learn more!

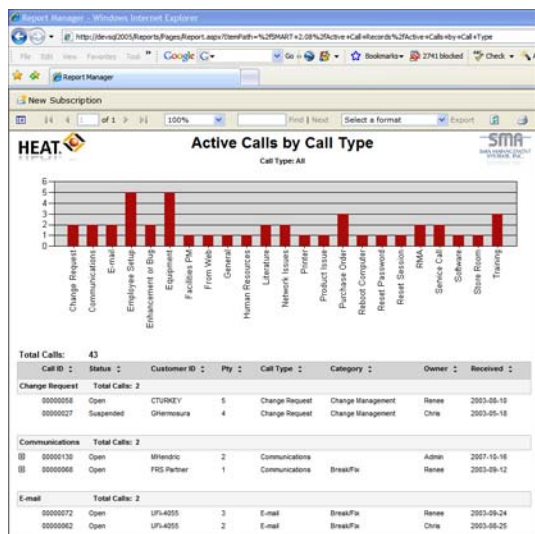


Figure 1: Sample report delivered on the web



www.smasystems.com