

## Comparison



Do It Yourself



4me\_Reporting

[Documentation](#)

## SPECIFICATION

First challenge: Automatically download export csv files of ALL your 4me(ITRP) accounts



## EXPORT

The solution automatically triggers a full csv-Export of all your 4me(ITRP) accounts.

Next challenge: Import the csv files to SQL fields and tables.



## TRANSFER

The downloaded csv data are transformed to SQL fields and tables.

Challenge: How to get the audit data into the SQL database? Audit data can not be exported.



## AUDIT DATA

Audit data get automatically transfered via the 4me(ITRP) API to the reporting database.

BIG CHALLENGE: Normalize the data, so that the SQL tables are of actual practical use in Reporting and BI tools.



## NORMALIZE

The SQL Database gets automatically normalized so that you can instantly compile Reports or BI dashboards

You spend your energy on getting the database right for Reporting. In that time you could already have generated insights...



## INSIGHTS

Spend your energy to gain insights. Start instantly by using our predefined PowerBI dashboards.

> € 8.900 + no normalized data and no or minor insights...



## PRICE

€ 8.900 + € 1.500 maintenance per 4me (ITRP) customer\*

\* maintenance for one year. Price is valid until December 2018. Conditions may apply.

???



## TECHNOLOGY

techwork's PowerShell framework is used to populate the database.

If you are an automator customer it is possible to use the automator for batch processing too.

## Happy customers



80%



100%

ITRP ID,Source,Source ID,Normalisation,Requested By,Requested For,Organization,Template,Grouped Info,Subject,Category,Import,Service Instance,Configuration,Time,Time,Number,Supplier,Supplier Account ID,Status,Problem,Change,Project,Completion Reason,Created By,Updated At,Resolution Target,Completed At,StartTime,EndTime,End,Active,Reviewed,Project,Set,Location,Address,Custom Data,Waiting On,EI,Desired Completion,0907,web,,https://demo.itrp.com/requests/18000,patrick.spratt@budget.com @budget,patrick.spratt@budget.com @budget,,completed,,238,,solvent,patrick.spratt@budget.com @budget,,2017-07-21T11:14:28.9931878-04:00,2018-03-21T10:35:41.607-04:00,,2018-03-21T10:35:41.607-04:00,,patrick.spratt@budget.com @budget,2017-07-21T11:14:28.9931878-04:00  
Just came out of a meeting with our CDO. The business is going quickly and he does not want IT to be a bottleneck. He wants to make sure that new servers can be added quickly as needed. The first step we need to take is to add another rack in the data center. Carla, can you please open a new change for that?  
carla@luster@budget.com @budget,2018-03-21T10:35:41.607-04:00  
Registered Change #238 for the addition of a rack in the data center.,I,R,R...  
18000,web,,https://demo.itrp.com/requests/18000,patrick.spratt@budget.com @budget,patrick.spratt@budget.com @budget,,Budget Data Center, External IT @budget,,,Add another rack to support for expansion,rfc,,Data Center Rack Space,,Data Servers,carla@luster@budget.com @budget,,,completed,,381,,solvent,patrick.spratt@budget.com @budget,2018-03-21T11:14:28.9931878-04:00,,2018-03-21T11:14:28.9931878-04:00,,I,R,R...  
18000,web,,https://demo.itrp.com/requests/18000,patrick.spratt@budget.com @budget,patrick.spratt@budget.com @budget,,Budget International, Corp. @budget,,,Add new rack in data center,rfc,,Data Center Rack Space,,Data Servers,carla@luster@budget.com @budget,,,completed,,238,,solvent,patrick.spratt@budget.com @budget,2018-03-21T11:14:28.9931878-04:00,2018-03-21T10:35:41.607-04:00,,2018-03-21T10:35:41.607-04:00,,patrick.spratt@budget.com @budget,2017-07-21T11:14:28.9931878-04:00  
Our CDO has told us that we have been underestimating the rate at which our company will grow during the next 12 months. He told me that adding just one rack is not going to be enough. So, we need to add another for spare capacity. Carla, can you take care of this again?  
carla@luster@budget.com @budget,2018-03-21T10:35:41.607-04:00  
Registered Change #231 for the addition of another rack in the data center.,I,R,R...  
18000,web,,https://demo.itrp.com/requests/18000,patrick.spratt@budget.com @budget,patrick.spratt@budget.com @budget,,Budget Data Center, External IT @budget,,,Add another rack to support for expansion,rfc,,Data Center Rack Space,,Data Servers,carla@luster@budget.com @budget,,,change\_pending,180,,solvent,patrick.spratt@budget.com @budget,2018-03-21T11:14:28.9931878-04:00,,2018-03-21T11:14:28.9931878-04:00,,I,R,R...  
18000,web,,https://demo.itrp.com/requests/18000,patrick.spratt@budget.com @budget,patrick.spratt@budget.com @budget,,Budget International, Corp. @budget,,,Add to connect to WFI, I,R,Resolution,carla@luster@budget.com @budget,,,completed,,,,solvent,scott@virtualsupport.com @virtualsupport,2018-07-24T10:20:00-04:00,2018-03-21T10:35:41.607-04:00,,2018-07-24T10:35:41.607-04:00,,scott@virtualsupport.com @virtualsupport,2018-07-24T10:35:41.607-04:00  
Mr. Bowman is currently visiting the Budget Data Center, but is unable to connect to the WFI. there.

