AP InSight

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AP InSight provides end-to-end service lifecycle visibility and analysis of the service delivery process. Leveraging real-time and historically collected metrics, AP InSight provides powerful before and after views to investigate, troubleshoot, analyze and mine the service delivery process, enabling quick answers to your hard questions.

Traditional approaches to answering the hard questions—scanning log files, querying databases and piecing together bits of information—not only require your top talents’ time and effort, but more importantly, simply do not scale with your growing business. Built on the firm belief that you can only improve what you measure, AP InSight provides powerful and graphical visibility into your entire service delivery process from start to finish. Driven by detailed metrics captured by AP Server (on an order-by-order and activity-by-activity basis), AP InSight presents senior executives, customer support, network operators and developers the answers and insight they need to proactively and quickly respond to the demands of the day.

**AP InSight Benefits**

AP InSight provides an immediate view into the service delivery process enabling significant capabilities and benefits that enable you to drive and scale your business:

- Graphical view and analysis of the entire service delivery process from start to finish
- Examination of trends to proactively drive improvements
- Identification of trouble-spots across all orders and virtual elimination of order fallout
- Powerful side-by-side comparison of before and after results, confirming that intended improvements and operations are functioning as planned
- Reports that can be run on an individual or aggregate basis across user defined periods
- Data mining of order history to validate forecasted sales volumes, effectiveness of marketing initiatives, repeated customer fixes, and other revenue assurance measures
Powerful Side-by-Side Comparison

Different views can be analyzed side-by-side for a direct comparison, current and historical, service to service, process to process, one marketing initiative to another or any combination of the above. Windows can be opened, maximized, minimized, restored, closed, etc., providing a flexible and results-oriented analysis capability using InSight's multiple document interface (MDI) design. The format used across each view is consistently stacked to further enhance this side-by-side comparison.

AP InSight, having access to the immense amount of detailed information provided by the Accelerator Platform, calculating and displaying innovative measurements and averages, provides answers to analytical, investigative, data mining and troubleshooting queries from any perspective required.

AP InSight provides the answers you are looking for, supporting all users and business functions:

**Analyze:**
- Which process is taking the longest time?
- Is the trend showing improvement?
- Where can I modify the process and make the most impact?
- Where are most failures happening?
- What is the impact of the last process improvement?

**Investigate:**
- How is my system performing?
- Is the process faster now than last week?
- Are there more failures this week?
- How predictable are the completion times?

**Troubleshoot:**
- What happened to request #660?
- Why did 5 requests fail in Billing?
- Why did request #540 take so long to complete?

**Data mine:**
- What type of services are being used?
- Which are not?
- What was the impact of the marketing initiative last week?
- What services are our customers ordering?
**Summary Information**  
Provides a quick top-level summary of overall active and completed orders.

**Trend Analysis**  
Real-time and historical trending of completion time, incoming orders and failures.

**Active Requests**  
Provides total processing time and number of active orders on a system-by-system basis.

**Moving Average**  
Dynamic calculation of mean time to process an order on a system-by-system basis.

**Top N Requests**  
Detailed view into top “N” (definable) active orders in the system.

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AP InSight View Details

**Summary:** Provides an overview of key process parameters to enable a quick glance to see the overall health of the service delivery process. Using easy to read graphical indicators and an effective color-coding scheme that identifies trouble spots in the process, AP InSight provides a comprehensive service delivery process summary.

**Trend:** By trending over time and using dynamically generated averages, AP InSight provides unprecedented visibility into the service delivery process. Analytical trends offer invaluable information and predictability by combining and overlaying several key trends in one chart over time. Improvements made in the process can easily be confirmed and evaluated.
Active Requests: The request activity chart displays essential information about each step in the service delivery process. Color-coding is used consistently throughout the analysis highlighting performance and operation within or outside the norm (moving average). Listed processes are expandable depending on what level of detail is needed.

Moving Average: The moving average is dynamically measured and calculated as the average duration over time. It is continuously being updated with new data and recalculated. Using this calculated measurement and comparing it to the actual data demonstrates the current or historical performance against the norm. Time consuming processes are identified as targets for improvement. The moving average analysis also provides a statistical view of the data showing minimum and maximum values as well as statistical distribution of the data.

Top N Requests: The Top N request chart highlights the “N” most time-consuming requests in the system in real time, displaying important information such as the priority, status and current process, etc. “N” is a user definable number; data can be sorted by any column, providing customization flexibility.

AP InSight provides an immediate view into the service delivery process that provides powerful tools to significantly reduce the fallout and delivery time of complex services.