

Enhanced Reporting and Information Delivery for IBM® Tivoli Software

IBM and Crystal Decisions Offer Complete Business Intelligence Solution



Relationship Snapshot

- **Who:**
IBM and Crystal Decisions
- **What:**
IBM launches Tivoli Data Warehouse version 1.2 with world-leading reporting and information delivery solutions from Crystal Decisions
- **Potential Benefits:**
 - An integrated and optimized web-based reporting platform
 - Out-of-the-box reports with your IBM Tivoli application
 - Customizable platform for report scheduling, export, and delivery
 - Export reports to excel, word, and pdf report formats
 - A solution built on DB2 information management technology
- **When:**
The agreement was announced October 6th, 2003
- **How:**
IBM Tivoli Software will combine Crystal Enterprise with Tivoli Data Warehouse 1.2, enabling a set of reports based on Crystal Reports that will ship with each Tivoli application.
- **Why:**
Together this solution will enhance business visibility for Tivoli customers. Accessible, timely reports, delivered via the web, give end users the insight to help them make better decisions

Data is everywhere. Look inside the applications that manage your enterprise and you'll likely see terabytes of information. That systems management data could be working harder to move your business forward. But how do you effectively use data to make better decisions? And more importantly, how do you do it in a reliable, cost-effective, and scalable way when IT is challenged to do more with less?

You might want to take a look at the latest business intelligence (BI) offerings from Crystal Decisions and IBM Tivoli® software.

This solution provides reporting and information delivery technologies to help Tivoli customers get more from IT investments. What will that do for you and your business? It can enhance your ability to make smarter business decisions, faster. It also allows you to better manage complex IT environments and that can translate into costs savings, improved resource utilization, and increased productivity.

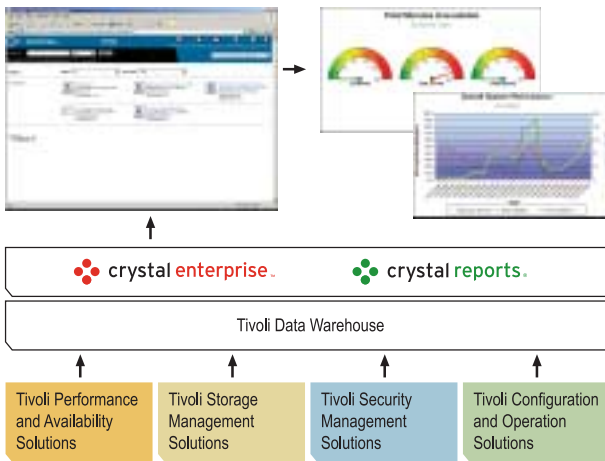
Why did IBM choose Crystal Decisions?

IBM was looking for a world-class business intelligence solution for the Tivoli product set. With 15 million licenses of reporting, analysis, and information delivery software shipped, and over 360 partnerships with companies like IBM, Microsoft, and SAP, Crystal Decisions is a world leader in business intelligence. Crystal Decisions has also been a valued IBM partner for over 10 years, making our solutions a natural choice for Tivoli customers who need to enable reporting and optimize the value of their existing IT environments. Plus, this arrangement offers Tivoli customers a scalable gateway to Crystal Decisions' suite of business intelligence products and services.



Solution Details

Crystal Decisions' web-based information delivery architecture, Crystal Enterprise, is tightly integrated with IBM Tivoli technology. Combined with Tivoli Data Warehouse 1.2, this solution provides out-of-the-box reporting for all Tivoli products. Structured to support deep integration with Crystal Decisions' flexible technology, the combined solution can be accessed via Crystal Enterprise or be integrated into a Portal or OnDemand environment providing a single interface for you to access systems management information.



Drive performance reporting and analysis across the IT organization.

Better information means Better Business

By providing enhanced information access, your business can tap into data, generating reports showing alerts, red flags, challenges, trends, and opportunity. Which can help your business to react faster to changes, stop internal issues from escalating into major problems, and tap in to opportunities. It can also help you to optimize resource utilization, minimize downtime, decrease IT costs and increase productivity.

Reporting made easy

Through easy access to rich reports, you can give senior executives, IT managers, and front-line employees the ability to make better decisions. Crystal Decisions simplifies reporting with:

- *Presentation-quality reports to oversee systems management data.*
- *More individualized reporting access, and less time spent waiting for reports.*
- *Self-serve report access and the ability to drill down into reports.*
- *Low technical demands for end users, including zero desktop software requirements.*

Reduced IT Demands

Enhanced reporting and information access for end users can translate into considerable advantage for IT departments and senior management. This solution can help reduce IT demands and associated costs by:

- *Increasing end-user productivity with the information required for better decisions.*
- *Providing drill-down capability to end users, minimizing the need for multiple reports.*
- *Delivering report export capability in a variety of formats including excel, word and pdf formats.*
- *Allowing end-users to easily create and format their own reports.*
- *Leveraging existing in-house Crystal Reports expertise.*

For More Information

To learn more about the IBM and Crystal Decisions relationship and how enhanced reporting and information delivery can get data to work for your organization email Crystal Decisions at ibm@crystaldecisions.com or visit: www.crystaldecisions.com/ibm/

To learn more about Tivoli Data Warehouse, visit: <http://www-3.ibm.com/software/tivoli/products/data-warehouse/> where you can download a PDF entitled Tivoli Data Warehouse: Management Data, Business Insight. Or you can get more information by contacting IBM Tivoli software at: <http://www-3.ibm.com/software/tivoli/contact.html/>

About Crystal Decisions

Crystal Decisions is an information management company and market leader in reporting, analysis, and information delivery. Our solutions help customers make better business decisions by bringing together people and information. The company's world-class solutions are used by millions of customers in thousands of companies worldwide and include Crystal Enterprise, Crystal Reports, Crystal Analysis and Crystal Applications. Expert technical support, consulting, training and eLearning services ensure maximum return on investment. Crystal Decisions can be found around the world at www.crystaldecisions.com

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About IBM Tivoli Software

IBM Tivoli software enables an IT organization to reduce the total cost of ownership and improve service levels of the IT infrastructure. Tivoli systems management software helps traditional enterprises and e-businesses worldwide manage security, storage, performance and availability, and configuration and operations. Backed by world-class IBM services, support and research, Tivoli software is one of five key IBM Software Group brands - DB2, Lotus, Rational, Tivoli and WebSphere. For more information, visit www.ibm.com/tivoli

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