



BOQ Finance Selects eMite to Unify Operational and Technical Reporting Silos

eMite's Service Intelligence solution helps BOQ Finance gain better visibility of key business services and inform real-time decision making

Sydney, August 9, 2011 – BOQ Finance selected eMite's Service Intelligence Platform to unify silos of operational and technical metrics and enable its staff to make informed real-time decisions.

During a Proof of Value exercise over the period of seven days, the selection was validated using live data taken from BOQ Finance's systems. Within two days a number of IT metrics were on-boarded with the remainder of the time spent on-boarding metrics from key business services.

Peter Turnbull, CIO of BOQ Finance, said: "IT professionals in general have to wade through a sea of operational metrics that are siloed across their technology portfolio. eMite has provided our teams with a platform that easily transforms this data into information which can be used in our day to day operations, and more critically, our strategic decision making."

BOQ Finance has selected eMite as its Service Intelligence platform as it retools its operational environment. eMite's unique Data Onboarding architecture allowed BOQ Finance to leverage existing Microsoft skills within the organisation, thus lowering the overall cost of ownership. Out of the box adapters to Microsoft SCOM & VMware ESX were employed as well as industry standard SQL techniques. This approach has seen BOQ Finance lower its reliance on eMite as a vendor and move rapidly to become self-sufficient with the platform.

"We were keen to deliver value within 30 days for BOQ Finance and enable Service Visibility across a number of their key internal and external platforms," says Matt Elliott, COO of eMite. "Our multidimensional service model was key in achieving this and enabling a unified dashboard and reporting platform so that multiple teams can have their own perspective on a consolidated set of metrics."

About eMite

eMite is a leading provider of Service Intelligence software solutions that enable both internal IT departments and IT service providers to roll up existing silos of operational and technical metrics into an integrated view. The company counts Allianz, NSW Roads & Traffic Authority and CSC amongst its rapidly growing customer base. eMite leverages existing investments in Business Service Management and Monitoring solutions and adds the ability to assess risk and optimise performance at all four stages of Performance Management evolution allowing any enterprise to make Better Decisions Faster. For more information, visit the company's website at www.emite.com.