MicroStrategy System Manager is an innovative product for replacing manual, multi-step BI administrative processes with automated workflows. Using System Manager, companies easily save thousands of hours of manual effort and drastically reduce administrative costs.

A System Manager workflow can include non-MicroStrategy and MicroStrategy operations and embed programmatic elements such as decision logic and iterative loops. MicroStrategy System Manager workflows bring reliability, consistency, and standardization to BI administrative processes. BI teams visually design comprehensive, automated workflows to replace complex, manual processes.

MicroStrategy System Manager lets BI teams build multi-step administration processes as single automated workflows. Different steps of the process are defined in nodes in a flowchart and joined using connectors that direct the flow to the next step depending on the result of the previous step. The flowchart describes a visual interpretation of the process flow. Upon execution, the nodes in a workflow automatically invoke the tools to perform each step – MicroStrategy or non-MicroStrategy – in the process. Workflows are stored in files and can run unattended.

MicroStrategy System Manager workflows ensure that the BI ecosystem operates with minimal administrative effort by:

- Saving the thousands of hours required to manually perform and maintain administrative processes
- Reducing costs associated with manual execution and maintenance of processes
- Eliminating the need for human oversight
- Increasing process reliability and consistency by minimizing mistakes that occur due to human involvement
- Codifying implicit knowledge that typically resides in the administrator’s memory
- Providing companies with an option to standardize administrative processes
- Simplifying BI application management by offloading routine administrative tasks to automated workflows
- Enabling administrators to focus on value adding tasks such as performance tuning or capacity planning

BI teams use a graphical design interface to visually map processes into a workflow through drag and drop operations.
Reduce IT Personnel Time and Effort Tremendously

Every day, BI administrators execute administrative processes to support BI applications and to manage the BI user community. Most of these processes are performed manually and consume a large portion of the workday. Many processes, such as change migration or metadata upgrades, are done off-hours, forcing organizations to make resources available after the workday ends. Since each individual step of a process is executed manually, even a simple process takes a significant amount of time and consumes resources.

With System Manager, organizations can replace manual processes with automated workflows. Process execution is achieved by simply triggering the workflow, thereby reducing hours of manual effort to a matter of minutes. Automated workflows increase administrative efficiencies by reducing the number of individuals involved in the process. BI administrators can provide individuals with personalized workflows that any team member can execute independently, eliminating the need to rely on a single point of contact.

<table>
<thead>
<tr>
<th>Intelligence Server Maintenance</th>
<th>Daily Report Execution Schedule</th>
<th>BI Object Change Migration</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Example:</strong></td>
<td><strong>Example:</strong></td>
<td><strong>Example:</strong></td>
</tr>
<tr>
<td>1. Alert BI team members</td>
<td>1. Monitor ETL completion</td>
<td>1. Download update packages</td>
</tr>
<tr>
<td>2. Restart Intelligence Server</td>
<td>2. Publish cubes</td>
<td>2. Log in to test system</td>
</tr>
<tr>
<td>3. Monitor the system</td>
<td>3. Wait for cubes to publish</td>
<td>3. Generate rollback packages</td>
</tr>
<tr>
<td>4. Notify BI team members</td>
<td>4. Trigger subscription schedules</td>
<td>4. Apply changes to each project</td>
</tr>
<tr>
<td></td>
<td>5. Notify BI teams</td>
<td>5. Alert developers to errors</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6. Notify BI test teams</td>
</tr>
</tbody>
</table>

**TIME SAVINGS (HOURS):**

<table>
<thead>
<tr>
<th>WITHOUT SYSTEM MANAGER</th>
<th>WITH SYSTEM MANAGER</th>
<th>TIME SAVINGS (HOURS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>350</td>
<td>40</td>
<td>310</td>
</tr>
<tr>
<td>600</td>
<td>60</td>
<td>540</td>
</tr>
<tr>
<td>1,230</td>
<td>55</td>
<td>1,175</td>
</tr>
</tbody>
</table>

Significant yearly time savings are achieved by automating typical BI administrative processes with MicroStrategy System Manager workflows.

Run Workflows Without Human Oversight on a Predetermined Schedule or On-Demand

System Manager workflows can be scheduled to execute at a specific time of day, on a periodic basis, or on-demand. When a process workflow is triggered, it runs on its own, without any human oversight. Using a combination of decision logic and e-mail notifications, a process workflow can proactively alert administrators to any failures. The workflow will automatically send status updates to administrators and inform users once a process is successfully completed. This capability ensures that users can begin using the BI system the very instant a process finishes, eliminating the need for any one person to continuously monitor the system.

MicroStrategy System Manager facilitates the creation of a decentralized structure where each individual manually executes their own processes.
Standardize Administrative Processes

It is very common for different members of a BI team to manually execute the same process during BI ecosystem maintenance or during the application life-cycle. Each manual execution may follow a different sequence as determined by the different team members. These non-standardized processes are prone to errors, leading to time losses and causing a process to take longer to finish than it should. Different individuals executing the same process differently introduces inefficiencies, making process execution inconsistent and its output variable.

MicroStrategy System Manager workflows provide BI teams with an opportunity to standardize their processes, improving consistency, lowering costs, and reducing errors and inefficiencies. Standardized workflows can be executed by anyone on the BI team, even by those without intimate knowledge of the process or by users outside the BI support teams. BI “Centers of Excellence” can use System Manager workflows as templates and distribute them across the organization, ensuring that all globally-distributed BI teams run the exact same process, reducing cost and time.

Improve Process Reliability

Unlike manual execution, a workflow ensures that the process executes in exactly the same sequence every time. Since no step is missed, workflows run consistently and without error, ensuring high process reliability.

Codify Tacit Knowledge

In many organizations, processes are poorly documented and reside in the minds of the individuals who execute them, making companies overly dependent on specialized resources. A MicroStrategy System Manager workflow is an excellent medium to formally store this tacit knowledge in a codified format. There is no need to maintain a separate knowledge management system that stores detailed steps for different process workflows. Codified knowledge is highly beneficial as it reduces training costs and gets new resources up to speed quickly. System Manager workflows make codified knowledge portable, enabling one BI team to edit a workflow developed by a different BI team and adapt it to their requirements.

Combine MicroStrategy Metadata Operations and Third Party Tasks in the Same Workflow

MicroStrategy System Manager can link MicroStrategy and non-MicroStrategy operations together in a single workflow in any desired sequence. Equipped with programmatic elements, an organization can convert even its most complex processes into a workflow.

Workflows execute a process in the same steps and in the same sequence, ensuring 100% reliability.

MicroStrategy System Manager provides a wide variety of processes – both MicroStrategy and non-MicroStrategy – for BI teams to include in a workflow.
**MicroStrategy System Manager Provides a Holistic View of BI Processes – Facilitating Easy Management and Reduced Maintenance**

**MicroStrategy System Manager’s Graphical Interface Provides a Visual Method to Build New Processes and to Make Changes to Existing Processes**

With MicroStrategy System Manager, administrators have full control over their BI administrative processes. Absolutely no coding knowledge is required and anyone can build a workflow simply dragging and dropping processes, arranging them in the desired sequence, and joining them with connectors. Storing processes in a workflow format provides BI teams with a visual view of how a process flows. By viewing the workflow in a graphical interface, the new process owner will quickly understand the flow, facilitating knowledge transfer. MicroStrategy System Manager workflows ensure that transitions are smooth when personnel roles change. Additionally, System Manager workflows eliminate the need to document the step-by-step details of a process in an external word processing software. A graphical view of the process lets process owners identify deficiencies, make adjustments, or add new nodes from one single interface. System Manager workflows can be added to source control systems thereby maintaining a version history of the changes made to a process.

The visual rendering of administrative process workflows from the MicroStrategy System Manager interface provides BI teams with the ability to easily identify inefficiencies and make corrections or changes to a process.

MicroStrategy 9 is breakthrough technology that supports the full range of business intelligence applications from a single, integrated platform. MicroStrategy 9 extends the performance, scalability, and efficiency of enterprise BI; enables the rapid deployment of departmental BI applications; and provides a seamless consolidation path from departmental BI to enterprise BI.

**EVALUATE MICROSTRATEGY**

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