



panoramic data

CAE and ReportMagic

for Global Service Providers



AT A GLANCE

Challenge

- Reporting on data from multiple systems
- Service reporting was manual and costly
- Per-customer reporting requirements

Solution

- ReportMagic for automated reporting

Result

- Fully automated, section-controlled reports
- Reports consolidate data from multiple systems
- Increased staff productivity and reduced cost

ABOUT CAE

- Global infrastructure solutions provider
- Hertfordshire, UK
- 350 employees
- <https://www.thisiscae.com>

Panoramic Data listens. Within a short development cycle, you get to see your suggestions implemented and available in product for the benefit of all customers.



David Azzopardi
Head of IT Operations

THE STORY

CAE needed to combine data from LogicMonitor (monitoring) and AutoTask PSA (ticketing) into a series of automated, branded, monthly reports.

Implementing the solution was seamless. CAE knew where the data was and ReportMagic had a way to get it - using direct API access or via an on-premise agent. ReportMagic's many macros covered the required APIs and data lakes.

CAE now have automated, section-controlled service reports, automatically tailored to each customer's service package and in sync with CAE's strict branding guidelines. They've opted for multiple outputs - an editable Word document, a PDF, and the raw data collected into an Excel spreadsheet for data validation.

When CAE onboarded a new system, Panoramic Data were fast to create new macros, reassuring CAE that ReportMagic is a unified reporting platform for the future.

OUTCOMES

Professional Services experts saved CAE time by creating complex reports that pack a punch.

Customers now receive service reports, contract statements and welcome packs generated using ReportMagic. Additionally, operational reports assist with LogicMonitor management, controlling customer entitlement to different configuration items and showing ticket details from CAE ITSM.



Report Magic

CAE
TECHNOLOGY ON POINT

NEXT STEPS

- Trial It Free: contact@panoramicdata.com
- Request a Demo: calendly.com/david-bond