



Machine Data Analytics for Any Data, Any Device or Any Cloud

With the explosion in connected devices, the Internet of Things (IoT) is the fastest growing phenomenon today. From servers to storage devices, medical devices to industrial equipment, more and more “connected things” are continuously generating product operational data i.e. machine logs. Many of these systems have “call-home” capabilities to capture these logs and send data back to the manufacturers for further analysis.

Glassbeam’s machine data analytics platform is built to explore, analyze and visualize these logs to derive actionable intelligence to be leveraged across the enterprise. Our product offerings include SCALAR, a flexible & scalable IoT platform and a set of applications delivered as a secure, software-as-a-service (SaaS) enabling our customers to:

- Parse and analyze complex and unstructured data including syslogs, configurations, events and statistical data in any format (.txt, .csv, XML, SNMP, or JSON)
- Process data from any device including storage arrays, wireless access points, CT scanners, medical imaging equipment, industrial sensors and much more
- Deploy our platform and applications to any cloud

Glassbeam’s platform help product manufacturers tap into device log data to:

- Lower support costs by up to 20%
- Increase service revenues by 25%
- Cross-sell and up-sell products with “true” product usage data
- Improve customer retention by building better products and resolving support issues faster

Glassbeam Scalar: A powerful platform to handle the volume, variety and velocity of IoT Data

- A platform designed to parse and analyze massive amounts of data. Available as a Cloud Service (SaaS), it can be implemented quickly and affordably – reducing time to value.
- Integrates easily with other enterprise applications such as Salesforce.com and internal bug or support databases. Leverage system operational data and improve decision making in key functions such as Service, Support, Engineering, Sales and Marketing.
- Get real-time visibility into the valuable data generated by your customers' systems.
- Parse, analyse and present product operational data to business users in highly visual formats including dashboards and reports.

Leverage machine data analytics across your enterprise

Glassbeam's analytics solutions can be utilized across various groups within an enterprise to lower costs, add new revenue streams, build better products and increase customer retention.

Analytics for Services and Support

- Proactive & predictive resolution to customer issues to increase customer retention
- 20% reduction in support delivery costs with faster resolution leading to lower MTTRs
- Increase case deflections with our Powered by Glassbeam program, to enable customers to solve their problems with added benefit of a new service revenue stream

Product Analytics for Marketing & Sales

- Identify cross-sell and up-sell opportunities with license & capacity management
- Gain competitive advantage with a 360° view of your installed base including product usage, configuration & feature adoption to release on-target product features to market faster

Root Cause Analysis for Quality & Engineering

- Get to the root cause faster with Glassbeam applications; drill down into specific products to quickly identify trends and issues across the installed base
- Identify the weakest link in your products to reduce warranty costs
- Focus valuable engineering resources on new product development with dramatic reduction in support escalations

Glassbeam Professional Services: Get the most out of your Investment

GB Maintenance Service: Maintain the definition of product operational data with access to Glassbeam Engineers who ensure that changes in device logs triggered by new releases are updated and reflected promptly. This service allows your organization to take advantage of the new information within weeks, not months.

Business Analytics Service: Gain access to a dedicated Business Analyst to support your higher level reporting needs for executive management. Derive maximum value from machine data by gleaning valuable insights with the help of experts in databases and reporting.

Data Scientist / Mining Service: Find patterns within your data and predict issues before they occur. Glassbeam offers a combination of domain and data science expertise to unleash the hidden value of your data.

Proactive Reporting Service*: Customize reports using performance, usage and availability data from devices. Generate audit reports to be used internally within your organization or presented to customers as a value added service.

*Prerequisite: Glassbeam's Business Analytics Service is required to define and design the report.

Knowledge Consulting Service: Access Glassbeam Knowledge experts to translate abstract knowledge and bug descriptions into actionable data. Create linkages between log file content and a knowledgebase article or bug symptom. The Knowledge Expert will work with your Engineers and Tech Support team to translate the knowledgebase articles or bug report symptoms into a log file signature.

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About Glassbeam

Glassbeam is a premier machine data analytics company bringing structure and meaning to complex data generated from any connected machine in the Internet of Things (IoT) industry. Glassbeam's next generation cloud-based platform is designed to transform and analyze multi-structured data, delivering powerful solutions on customer support and product intelligence for companies in a range of industries, including medical devices, storage, and wireless networking.



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