



## Case Study

- ◆ **Company:**  
Nicetec (Germany)
- ◆ **Service:**  
Cost Controlling
- ◆ **Geographic Coverage:**  
international
- ◆ **Result:**  
integriertes Controlling Tool
- ◆ **Status:**  
in practice since January 2005

## netinsight and visual rules®

### Integrated Solution for IT Cost Controlling

#### Objective

netinsight is a controlling tool for the accounting of business and IT processes according to actual consumption and with comprehension of the IT infrastructure. Thereby netinsight uses the ITIL method (Information Technology Infrastructure Library) in order to identify the impact of technical events for business-critical processes. As a comfortable instrument for maintaining business process rules, netinsight integrates the Business Rules Engine visual rules® for verification and enrichment of high-performance IT flows.

#### Integration of visual rules® into the system architectur

netinsight features a modern and fully modular 3-tier architectur. It is used for flexible mapping of business and IT processes. The software solution consists of five core modules for cost allocation, controlling, contract management, SLA management and reporting. visual rules® is fully integrated as a plug-in and offers graphical modeling of business rules within the cost allocation module.

#### netinsight: Flexible and integral

The designation of netinsight IT cost allocation is to provide clearly structured information about the IT cost structure to the corporate management. Therefore the monetary defined performance usage for operative services rendered is strongly focused.

netinsight IT cost allocation gathers and valuates the deployment and consumption aspect of IT and telecommunication processes from various data sources and types. All necessary master data is then merged to services and allocated to the respective origin and cost centres, based on the business rules created with the business rules engine visual rules®.

#### Business rules for verification and enrichment of IT service data

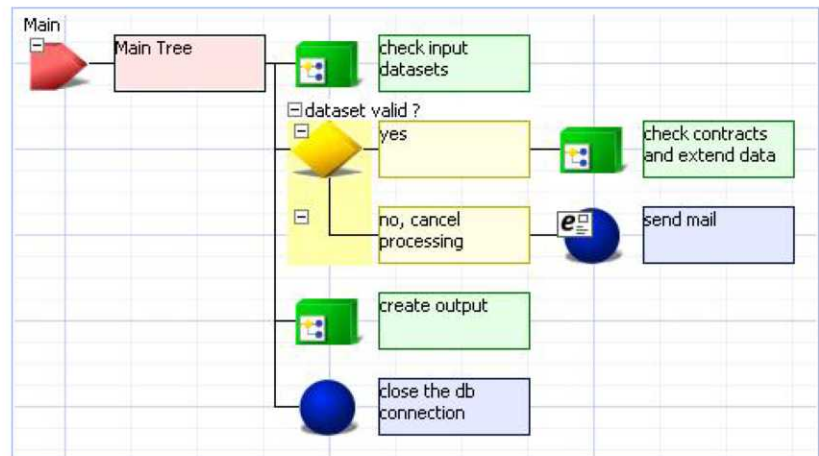
The business rules modeled with visual rules® are used for consolidation and enrichment of service data. For a compilation according to actual consumption, the data records are checked regarding consistency and, if necessary, are enriched with information from the master data.

## Flexible control of rules with visual rules®

visual rules® features graphical modeling of business rules. The high level of transparency of the rule models offers easy maintenance of the business logic - irrespective of its complexity. For this ease of use of the module, the IT controller is able to rapidly model even complex business rules without advanced technological know-how. Rules are then versioned in a repository and tagged with information on validity, thus enabling selective activation and deactivation of rules in operation. In order to guarantee high quality of rules execution at any time, changed rules can be debugged, simulated and tested prior to execution within the graphical rule editor.

Rule models in visual rules® are similar to decision trees. Yellow nodes in the rule tree represent the decisions for verification and enrichment of IT service data. The green nodes are subtree calls used for invoking business logic that has been outsourced. The blue nodes represent actions to be triggered automatically, e.g. sending an e-mail that contains error code or activating a defined error handling.

visual rules® in netinsight holds further benefits in terms of flexible business rules: Access of data stored in external systems, e.g. SAP R/3 as well as invocation of external program modules can be done directly out of the rule model.



## Conclusion

nicetec integrates Innovations visual rules® into the netinsight suite to eminently optimize it regarding service delivery and business processes. netinsight and visual rules® empower enterprises to further align their IT processes with business objectives. The "information" resource as an effective controlling instrument of the corporate management becomes the vital competitive advantage.

## About nicetec

Nicetec, founded in 1998 is one of the leading providers of flexible IT controlling, chargeback and service management solutions. The Nicetec solutions serve all industries and have well-proven with leading, worldwide acting enterprises as GenoTel, FIDUCIA, EnBW, Hellmann Worldwide Logistics, John Deere and Telenec.

[www.nicetec.de](http://www.nicetec.de)

## About Innovations Softwaretechnologie

Innovations Softwaretechnologie is a strongly expanding software company, specialized in developing intelligent rule-based systems as well as distributed, network-enabled enterprise applications. As of today, the company - headquartered in Immenstaad at the Lake of Constance employs 75 highly-qualified computer scientists and engineers. In the industries banking, insurance and retail, Innovations successfully works for internationally established companies, such as Bank Vontobel, LGT Bank in Liechtenstein, Zürcher Kantonalbank, Die Schweizerische Post - PostFinance, Rewe, Quelle and Bausparkasse Schwäbisch Hall.

Contact:  
Innovations Softwaretechnologie  
Ziegelei 7  
Germany - 88090 Immenstaad  
Tel.: +49 (0) 75 45 / 202 - 300  
[www.innovations.de](http://www.innovations.de)

E-Mail: [info@visual-rules.de](mailto:info@visual-rules.de)  
[www.visual-rules.com](http://www.visual-rules.com)

Effective from March 2005

Innovations Software Technology GmbH  
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since **01.01.2011**

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