



Rapid BI Reporting & Analytics

FREQUENTLY ASKED QUESTIONS

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1. Why do I want another Business Intelligence solution?

Infinis is not just another BI solution. Our visual user interface, our method of connecting to and using data sources makes it a different experience. Please [contact us](#) so that you can see for yourself!

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2. What are the advantages and risks of outsourcing our infrastructure to support an application such as Infinis?

Outsourcing the application hosting may help limiting and controlling the costs related to hardware and databases. This is one benefit proven by Cloud computing. However, companies may prefer to keep control of their infrastructure. Please find more insights on the subject in our whitepaper, "[Distributed Processing and Cloud Computing in Business Analytics](#)".

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3. Why is Infinis easier to use than other BI solutions?

The interface was designed so that it resembles an unlimited workspace (a large page) where the user can add data as charts or tables, or annotations like post-it notes and text, or calculations, gauges and key performance indicators (KPIs), all using a drag-and-drop interface. Navigating through your workspace is done using a "mini navigator" or simply by using the mouse to move the workspace.

The menu is has been kept very simple; five (5) buttons are used to access all the key areas. The interface color and style scheme can be personalized by users. Investigating ways to make each item user friendly and easily found has been a focus of Infinis' design.

More information can be found about our data visualization philosophy in our whitepaper, "[Advanced Data Visualization in Business Intelligence Software](#)".

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4. As a user, what do I need to install on my computer to run Infinis?

Infinis is a pure web browser solution. That means you can access your reports and metrics from an Internet Coffee Shop, your portable 3G device or your home computer. The only software you need is browser; and it can be Internet Explorer 8, Chrome, Firefox or Safari (PC or Mac).

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5. How much training is required to use Infinis?

First there is training as it relates to using Infinis. Infinis is made to be easy for users. The Workspace Viewer has very few interactions required, in fact the user just moves around the workspace looking at the data as they wish. In Editor Mode, the options are numerous but our design always keeps in mind the ease of use above everything else. Plus, Infinis is 100% multi lingual which allows for a better global experience.

The second part is the training required to handle working with the data in such an environment, and that will require some getting used to. After all, how many systems have you worked with where all the data is available at your fingertips? A

change of style will certainly be required to be able to fully take advantage of these new possibilities.

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6. Can anyone in my office use Infinis?

With Infinis you can setup anyone in your office as a user. Then they will be able to log in and use Infinis. You can even share your workspaces with your co-workers so everyone can see and use them for business insights.

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7. Can anyone in my company use Infinis?

Even if you aren't located in the same office, anyone in your company can use Infinis. However, depending on their network connection, they might experience a slightly slower response time due to their connection speed.

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8. Can I control user rights?

Security in Infinis is available at the user level, workspace level and data level. This allows certain information to be private to users as well as a workspace (a virtual document containing data portions such as charts, tables, documents, etc.) being private to users regardless of the data they contain.

Additionally users have security limitations on functionality within Infinis so that there is a user group facility to administer access to menus and functions.

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9. What are virtual workspaces?

Virtual workspaces are work areas where you can add charts and tables, calculations, gauges, indicators, post-it notes, text, images, video and web sites to add depth and insight to your traditional analysis. This means that you can have all your data in the same place. And once it is there you can present from Infinis and immediately answer questions on your analysis, all in the same place.

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10. How can I interact with Infinis?

Using the mouse and keyboard is the typical way of interacting with Infinis. However; Infinis was designed with touch and multi-touch in mind as well. The buttons and interface options are large and able to be selected using touch; while moving around in the workspace only requires a single drag motion with the mouse or your finger. The on-screen keyboard provided by many operating systems such as Windows 7 can continue your touch experience.

The Infinis design does not stop multi-touch; we are investigating methods to integrate voice recognition to perform basic functions within Infinis to make the experience faster, more fun and exciting.

Learn more about our data visualization philosophy in our whitepaper, “[Advanced Data Visualization in Business Intelligence Software](#)”.

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11. Why does Infinis have a touch interface?

Infinis is not just an analysis solution; it can be used as a presentation tool. The touch screen interface makes it possible to move objects as you present from within Infinis.

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12. Do we need large multi-touch screens to use Infinis?

No. Typical laptops and computers are sufficient. However, to take advantage of the power of analysis using Infinis, in a face-to-face meeting with multiple people having a large screen with a touch device will drastically change your experience in using Infinis. Furthermore, we expect that for analysis breakthroughs, innovative analytical approaches, or to have those moments of clarity and finding nuggets of information, having a common visual display for all participants to view and interact with is very important.

Learn about our data visualization philosophy in our whitepaper, “[Advanced Data Visualization in Business Intelligence Software](#)”.

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13. Do you sell the hardware?

No. We will provide recommendations on hardware sizing and setup.

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14. Is Infinis fast?

Our commitment is a 2 seconds response time between selecting and viewing your data (assuming no network lag). This instant availability of data is due to our innovative data model. The instant data access will remain as fast even as you add data. Traditional business intelligence software can take longer to show data as data volumes increase.

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15. How does Infinis ensure high speeds for connecting to data from all kinds of sources?

Infinis uses the concept of distributed processing to load data faster. The key is to split the data in smaller parts and use all available machines on the network to process it. Part of the Infinis application is also a tool to create a shared memory pool so data processing activities can be distributed and easily managed.

Not only does this innovative mechanism help with the processing speed but also it can contribute to a cost reduction by offsetting part of the infrastructure costs of a traditional business intelligence application. Please read more in our whitepaper, “[Distributed Processing and Cloud Computing in Business Analytics](#)”.

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16. How do I add my own data to Infinis?

Infinis provides the ability for any user to add their data to Infinis. So if you have a spread sheet you simply follow a five step wizard to import and use the data.

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17. What happens as I add more data?

Infinis will be able to provide the same instant data access, no matter how much data is provided. However, as you add data you will have to add storage to your hardware setup. As part of the installation, we will provide you with guidelines for growing your data sizes.

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18. What happens when new data is added to Infinis?

New data updates are done seamlessly in the background. After an update is made you will be able to use the new data. If a new data source is added, like new competitive intelligence data, you will be able to find it through the regular user interface or through the search function.

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19. How do I get my data faster?

Infinis makes it simple to connect to data sources and you can add your own data to Infinis at any time. This means that you get your data faster and your analysis is more current and effective.

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20. Why do I want to add web sites to my reports?

Adding web sites to your virtual workspace can enhance your ability to provide context to your data, can show comparisons between your products and competitors, and will help you bring together all the necessary data in one place.

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21. How can RSS feeds help my analysis?

By showing the latest news and information on your product, competitors and markets, your presentations from within Infinis can have the latest information and breaking news for discussion.

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22. How do I get my team to use the right report version?

Accessing the report from Infinis will ensure that your team sees the right data, right away, not a version with outdated information. By giving your team a user account with view access, your team will be able to see everything.

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23. How do I make sure my report is up to date?

Your virtual workspace can automatically receive updates on any data. So your reports can always have the most recent data. But, for budgets and other reports you can “lock” a version so that your report / analysis / workspace will show the original data.

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24. Do you partner with data providers?

No. ClicData is independent from data providers at this time. However, we provide plug-ins that allow you to connect to data providers and their systems.

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25. How do I get support?

With your Infinis maintenance package you will receive an account manager contact, and the ability to enter issues through our customer service web portal.

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26. How much does Infinis cost?

The price of Infinis depends on the number of users and their level of access (editors, readers...). Infinis costs at most 50 % of what you would pay if you went with a traditional BI solution - and often a lot less. Please **contact us** so that we can make provide you with a price quote corresponding to your actual need.

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27. What is an unlimited license?

It means that you can have an unlimited number of users in Infinis. It will be your hardware that limits how many users can access and use Infinis at the same time.

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28. What is a concurrent user?

Concurrent users are the number of people using Infinis at the same time. Infinis can support an unlimited number of concurrent users, but your hardware might not.

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29. Can Infinis be made available OnDemand?

Software as a Service (SaaS), OnDemand or Hosting OnDemand, is offered by ClicData using local hosting server providers in each country and region. Pricing for that model is dependent on the number of users and the volume of data to be handled. To make this possible, we follow the principles of Cloud Computing as

described in our whitepaper, “**Distributed Processing and Cloud Computing in Business Analytics**”.

For additional information please **contact us**.

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30. How much do upgrades cost?

Infinis upgrades and maintenance is a fixed yearly fee of 30% of the total license costs.

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