What's on your dashboard?

Maria G. Anzini

Las Vegas 2006

About Speedware …

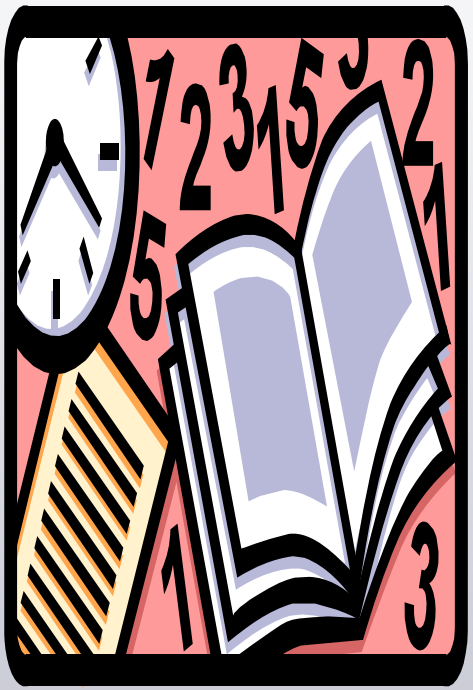
- 30 years old
- Owned by Activant (2005)
  - $400M, 2100 employees, +30K Customers, ERP publisher
- $15M, 78 employees, +2K Customers
- Very profitable, stable, growth
- Development tools, BI, Legacy Modernization
- Focus on productivity, operational efficiencies, managing by the numbers
- Corporate commitment to “delight” Customers

About Speedware Support …

- Profit Center / Business / P&L
- Managed by the numbers
- Worldwide / Multi-Lingual Support
- Staffed with 19 Computer Science Engineers
- Multi-Tiered Infrastructure (Front Line and Second Line)
- BI/DT/Application Support
- In Acquisition Mode
- Preparing our 7th SCP Audit

Does This Sound Familiar?

- Much effort spent finding, analyzing and then transcribing key data from too many reports into Excel
- Inconsistent data from one report to the other
- Goals were not always communicated
- Were we really doing ok or not? “By the Gut”…
- Not many ‘documented’ processes
- At the mercy of IT…JTL!
- Growing pressure to improve margins



Share, Share & Share…

- Take you on a little tour of a few “homegrown” Support dashboards:
  - How We Did
  - Operations
  - Customer Satisfaction
  - Timesheet
  - Financial
  - Electronic (SWS) Support
  - The Pulse of Support
- Discuss some of the lessons learned
- What this presentation isn’t about…

My only definition of the day…

- Dashboard / Briefing Board / ‘Balanced’ Scorecard --- Whatever!

- All these approaches to performance measurement have 1 thing in common:
  - An emphasis on the importance of measuring your organizational performance in ways that go beyond the limitations of the traditional reporting systems.

- The “Ideal” performance management system:
  - Energizes your people to focus effort on improving things that <u>really matter</u>
  - Gives people the information and the freedom that they need to realize their potential within their own roles
  - Aligns their contribution with the success of the company

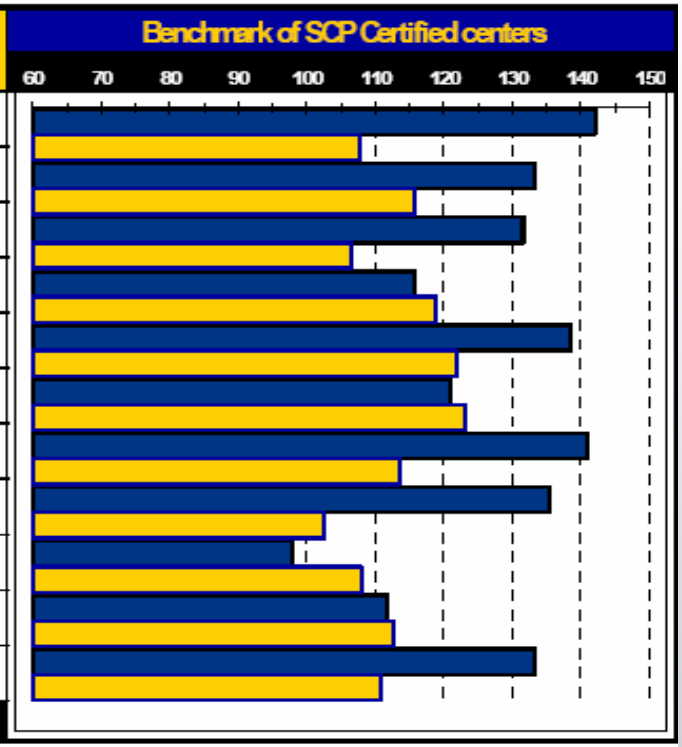
Differentiation, the Catalyst…

- Strategic decision to make support a real differentiator in the Sales process
  - Adopted the SCP program to validate our practices and to identify areas of improvement
  - Focus gave us the momentum necessary to address long standing issues, and improve overall operations in the process
- When Miss Technology met Mr. Best Practice Processes…
  - Started getting out of the numbers reporting business and into the resolution of the "key" issues
  - Determined to make Support / my team / me ➔STRATEGIC!
- Re-certification continues to drive consistency in our operation and allows us to continuously improve

Differentiation, the Catalyst…

Table 2 - SCP Benchmark Summary Results

SCP Certification Index #	Category Name	Center Scores	SCP Mean
1.0	Customer Feedback	142.03	107.8
2.0	Service Delivery Processes	133.13	115.8
3.0	Performance Metrics	131.57	106.4
4.0	Training Programs	115.67	118.8
5.0	People Programs	138.50	121.8
6.0	Corporate Commitment & Strategy	121.00	123.1
7.0	Productivity Tools	141.00	113.4
8.0	Electronic Service Delivery	135.53	102.6
9.0	Total Quality Management	98.00	107.9
10.0	Research & Development Interface	111.80	112.6
11.0	Sales and Services Interface	133.27	110.8
		131.59	112.66



Make <u>every</u> measurement count!

For every dashboard, relevance to any of these 11 categories will be discussed…

Differentiation, the Catalyst…

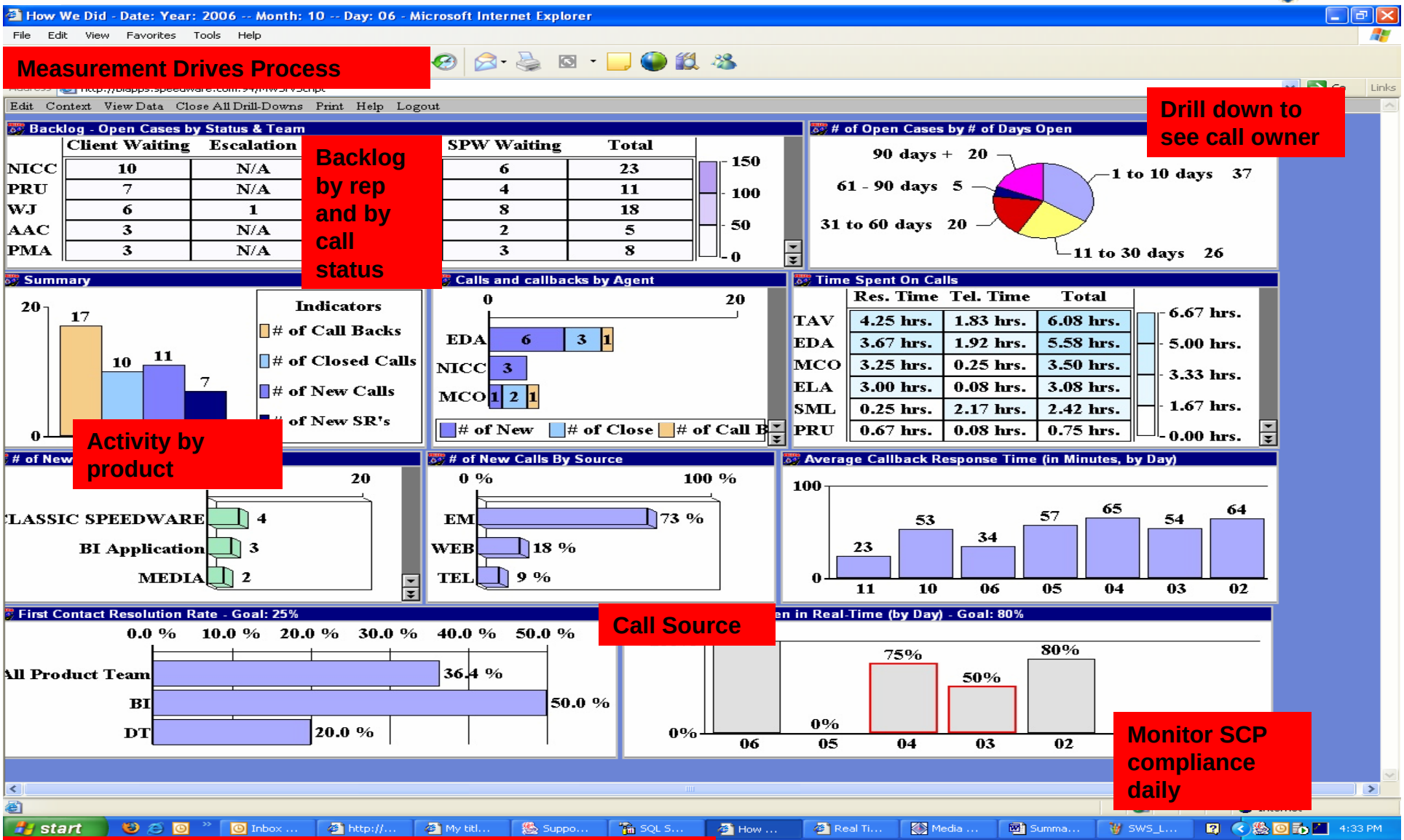
- Get key players involved to ensure buy-in
  - Involve them in determining what it would take to be different / strategic – Make sure to show them what's in it for them…
- All measurements should have owners
  - Responsible for results as well as data accuracy
- Measure what "really" matters
  - Keep it simple to operate / simple to understand / simple to act on ➔ Make it show you WHTBD!
  - Discover the underlying reasons for good or bad performance
- Monitor regularly and COMMUNICATE progress…

Support Scorecard 2006 - Operations

		Measure	Target
FINANCIAL:	**How should we appear to our Owners?**		
F1	Grow Support Revenue	Support rev.	$xxM
F2	Deliver high degree of profit	Gross Profit Margin	80%
CUSTOMERS:	**How should we appear to our Customers?**		
C1	Maintain SCP Certification	Certification	+2%
C2	Deliver world class support	Overall Sat.	8.0
C3	Shorten Solution Time	Solution Time	10 days
C4	Increase 1st Call Resolution Rate	1st Call Res.	25%
C5	Visit our top accounts	Trip from Maria	1 Per Q.
PROCESS:	**To succeed, at what business process must we excel?**		
P1	Enhance e-Service	1 Article/3 FAQ	Per Q.
P2	Customer intimacy	1 Share the Wealth	Per Q.
P3	Account Management	10 Calls	Per M.
P4	Increase Call Deflection	Deflection Rate	+10%
GROWTH:	**How will we achieve vision and sustain ability to improve?**		
G1	Get in the know - Ensure t		4hrs/month
G2	Benchmark our Centre – E		Per Q.

Every agent has a copy of these goals posted in their cubicle – Progress is communicated to Staff and Execs on a monthly basis

How We Did… Yesterday.



Paperless – exception based Performance Management

Communicate…

From: Silvia De Ciccio
Sent: Wednesday, September 06, 2006 10:21 AM
To: Quebec.MTL.
Cc: Quebec.ExecManagers
Subject: **How We Did September 5, 2006**

http://biapps.speedware.com:88/MWSrvScript

N.B. The top of the screen displays the day you are currently viewing. Please use the menu option "Click Here to Change Date" should you wish to view a different day.

"How We Did" Briefing Board

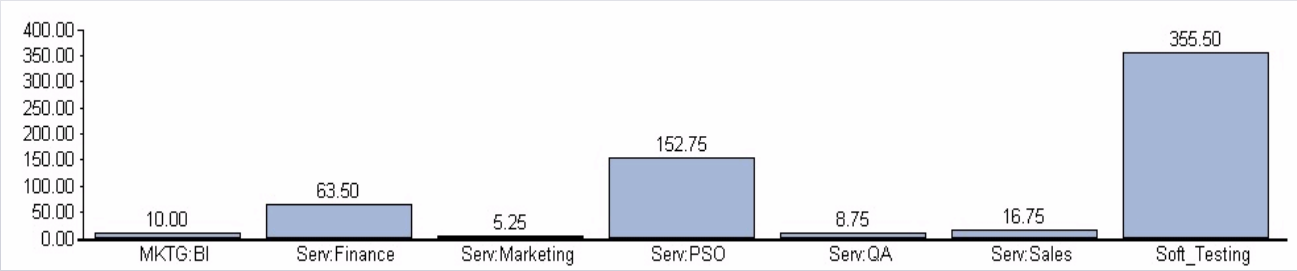
This briefing board is refreshed daily and provides us with a glimpse on Support's vital signs from the previous day.

Daily to the Team and the Execs:

Dashboard link on yesterday's operational performance is sent daily to staff and Execs.

Charge Backs: **<Time Sheets Dashboard>**

- YTD 2005, 1,326.75 hours of our technical expertise were charged back to the other departments.
- In February, 6 of our Reps spent some time consulting for PSO for a total of 152.75 hours… etc.



Monthly to the Execs:

In monthly progress reports --- Give access to web dashboard for more info but cut&paste graph and editorial on specifics…

Our performance dashboards are also used to communicate our progress:

•To the company at quarterly meetings

•To the customers via our newsletter, our web site, presentations etc.

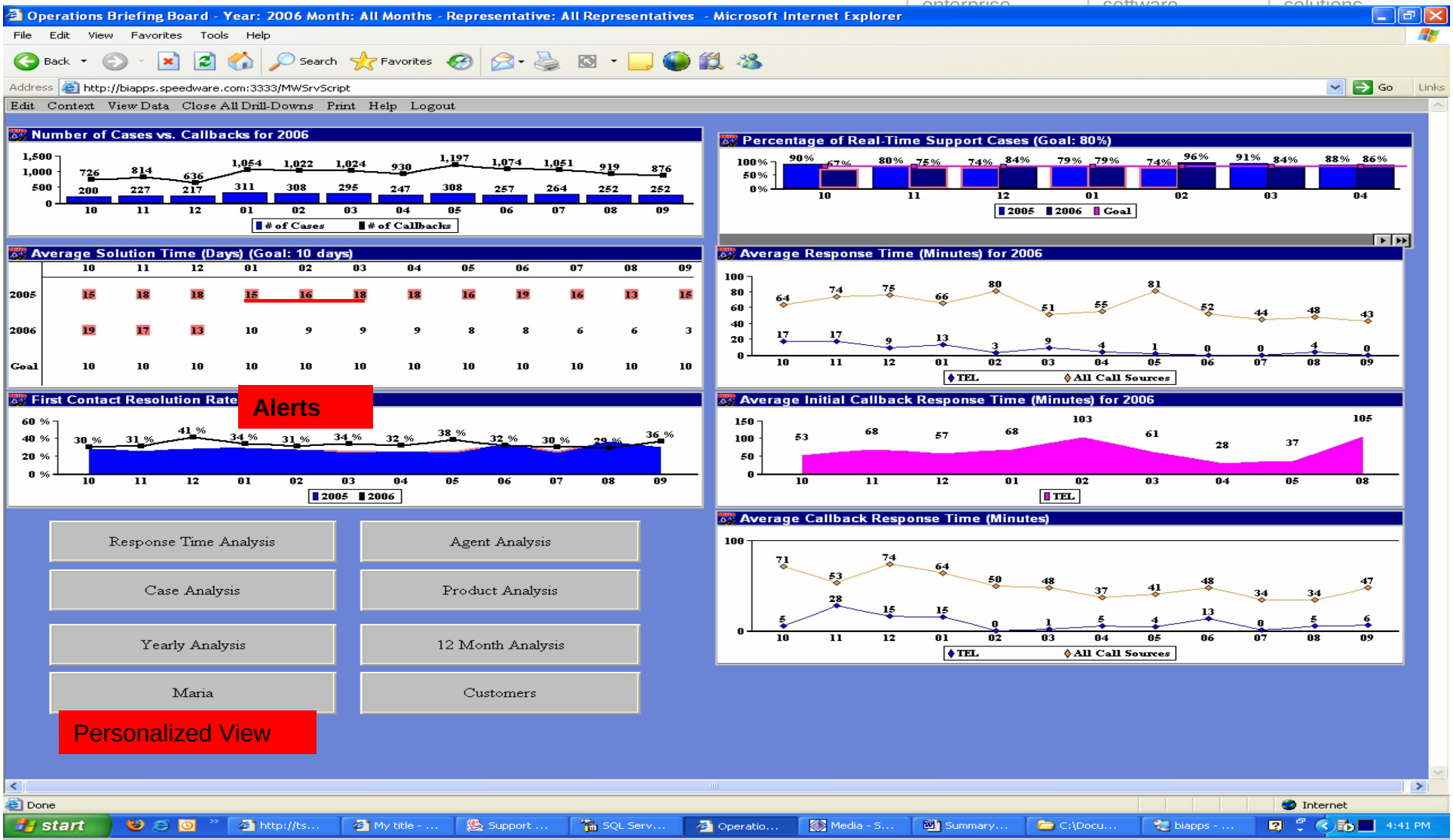
About Operations Dashboard

- Monitored on a monthly basis…
- Helps us manage the overall performance of our call taking / support activity.
- Slices and Dices:
  - Call Activity by month, year, product, agent, customer, call source, etc.
  - Solution time, response time, first call resolution etc. by month, year, product, agent, call source
  - Helps us with staffing issues.
  - And, much more…

<u>Make every measurement count</u>

- Some SCP areas it affects;
  - Employee Development/People Programs: Provides agent with feedback on his performance, identifies training needs, career development etc.
  - R&D Interface: Which products generate most calls etc.
  - Performance Metrics
  - Productivity Tools
  - Electronic Service Delivery
  - Service Delivery Process: SLAs, goal setting etc.

Operations Management



Operations Management

Operations Briefing Board - Year: 2006 Month: All Months - Representative: All Representatives - Microsoft Internet Explorer

Address http://biapps.speedware.com:3333/MWSrvScript

Edit Context View Data Close All Drill-Downs Print Help Logout

http://biapps.speedware.com:3333 - 12 Month Analysis - Ending Month: All Months - Microsoft Internet Explorer

Edit Context View Data Close All Drill-Downs Print Help

Average Response Time

	AVG. Response Time (Minutes)
Electronic	80
TEL	6

Average Initial Callback Response Time (Minutes)

	AVG. Initial Callback Response Time (Minutes)
TEL	60

Average Solution Time (Days) (Goal: 10 Days)

AVG. Solution Time (Days)
9.3

First Contact Resolution Rate (Goal: 25%)

First Contact Resolution
33.2 %

Real-Time Support (Percentage) (Goal: 80%)

Real-Time Support (Percentage)
89.0 %

Telephone Response Time (Goal: 80% within 5 Minutes)

Response Time within 2 Minutes	90.9 %
Response Time within 3 Minutes	90.9 %
Response Time within 5 Minutes	91.0 %
Response Time within 10 Minutes	91.3 %
Response Time within 15 Minutes	92.1 %
Response Time more than 15 Minutes	7.9 %

Electronic Response Time (Goal: 80% within 2 Hours)

Response Time within 30 Minutes	35.5 %
Response Time within 1 Hour	54.8 %
Response Time within 2 Hours	76.2 %
Response Time within 4 Hours	94.7 %
Response Time within 8 Hours	100.0 %
Response Time more than 8 Hours	0.0 %

Initial Callback Response Time (Goal 80% within 2 Hours)

Response Time within 30 Minutes	49.4 %
Response Time within 1 Hour	68.8 %
Response Time within 2 Hours	87.0 %
Response Time within 4 Hours	96.1 %
Response Time within 6 Hours	100.0 %

Response Time by Priority (Goal: 95%)

Response Time for Priority 1	100.0 %
Response Time for Priority 2	82.9 %
Response Time for Priority 3	95.9 %
Response Time for Priority 4	100.0 %

Last 12 months SCP stats

Operations Management

Operations Briefing Board - Year: 2006 Month: All Months - Representative: All Representatives - Microsoft Internet Explorer

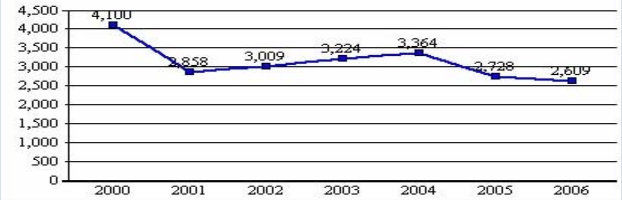
http://biapps.speedware.com:3333 - MEDIA - Multiple Details of All Call Sources of 2006 of All - Microsoft Internet Explorer

Edit Context View Data Close All Drill-Downs Print Help

# of Cases by Calendar Year and Month

	2000	2001	2002	2003	2004	2005	2006
01	504	239	304	281	239	238	315
02	412	248	213	230	245	238	309
03	493	268	234	257	302	265	297
04	389	285	235	246	318	234	250
05	405	258	261	243	304	228	310
06	313	201	229	269	357	227	258
07	301	237	253	256	298	206	265
08	244	226	259	273	289	225	253
09	275	245	294	295	296	220	255
10	294	245	269	406	289	200	97
11	285	264	242	252	237	230	N/A
12	185	142	216	216	190	217	N/A
Total	4,100	2,858	3,009	3,224	3,364	2,728	2,609

# of Cases by Calendar Year



	Company	
0	Speedware Ltee./Ltd.	1204
1	Softvoyage	692
2		
3		
4		
5		
6	Amphenol Canada Corp.	394
7	Flint Industries	295
8	University of East Anglia	284
9	RRSSS Laurentides (15)	276
10	Carter-Pertaine, Inc.	255
11	Level 3 Communications	243
12	QVC PSO	226
13	James Avery Craftsman	220
14	Pathway Pacific Pty. Ltd.	209
15	Quadax Inc	203
16	Speedware Europe Plc	199
17	Maynard's Electric Supply Inc	196
18	Altatec Propuestas Informaticas Ltda	192
19	Telecomputer Center S.A.	173

View Top Calling Customers

Top calling customers segmented by year, month and product

Operations Management

Operations Briefing Board - Year: 2006 Month: All Months - Representative: All Representatives - Microsoft Internet Explorer

http://biapps.speedware.com:3333 - Product Analysis - Year: 2006 Month: All Months - Representa - Microsoft Internet Explorer

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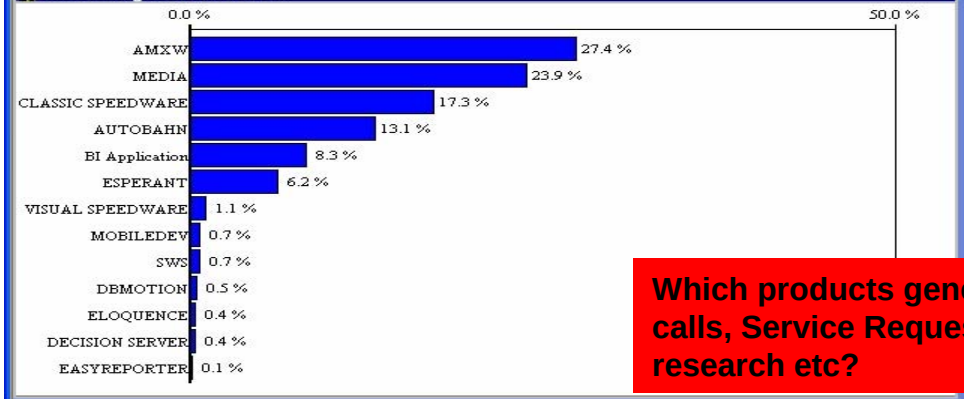
Percentage of New Cases



Percentage of Cases Meeting Solution Time Goal

	Solution Time Met	Solution Time Not Met
VISUAL SPEEDWARE	61.5 %	38.5 %
DBMOTION	64.7 %	35.3 %
AUTOBAHN	69.3 %	30.7 %
AMXW	75.2 %	24.8 %
CLASSIC SPEEDWARE	75.2 %	24.8 %
EASYREPORTER	80.0 %	20.0 %
ESPERANT	80.2 %	19.8 %
BI Application	87.2 %	12.8 %
[illegible]	87.7 %	12.3 %
[illegible]	90.9 %	9.1 %
[illegible]	90.9 %	9.1 %
[illegible]	91.7 %	8.3 %
[illegible]	100.0 %	N/A

Which products generate the most calls, Service Requests, most research etc?

Average Handling Time (Hours)

DBMOTION	3.1
AUTOBAHN	2.9
CLASSIC SPEEDWARE	2.8
AMXW	2.8
VISUAL SPEEDWARE	2.6
ELOQUENCE	2.5
BI Application	2.2
ESPERANT	1.9
MEDIA	1.6
DECISION SERVER	1.5
EASYREPORTER	0.9
SWS	0.4
MOBILEDEV	0.2

Average Solution Time (Days)

VISUAL SPEEDWARE	20.9
DBMOTION	17.9
AUTOBAHN	17.6
CLASSIC SPEEDWARE	11.6
AMXW	10.0
ESPERANT	6.3
MEDIA	5.0
ELOQUENCE	4.1
BI Application	4.1
MOBILEDEV	2.0
DECISION SERVER	1.9
SWS	0.3

First Contact Resolution Rate

EASYREPORTER	100 %
MOBILEDEV	77 %
SWS	76 %
DECISION SERVER	55 %
MEDIA	52 %
BI Application	46 %
ESPERANT	37 %
DBMOTION	33 %
CLASSIC SPEEDWARE	28 %
AUTOBAHN	22 %
VISUAL SPEEDWARE	19 %
AMXW	19 %
ELOQUENCE	17 %

# of Link Me To SR Cases

CLASSIC SPEEDWARE	18
AUTOBAHN	7
ESPERANT	1
MEDIA	1
VISUAL SPEEDWARE	1

Valuable feedback for R&D/Training classes for customers/support agents etc.

Internet

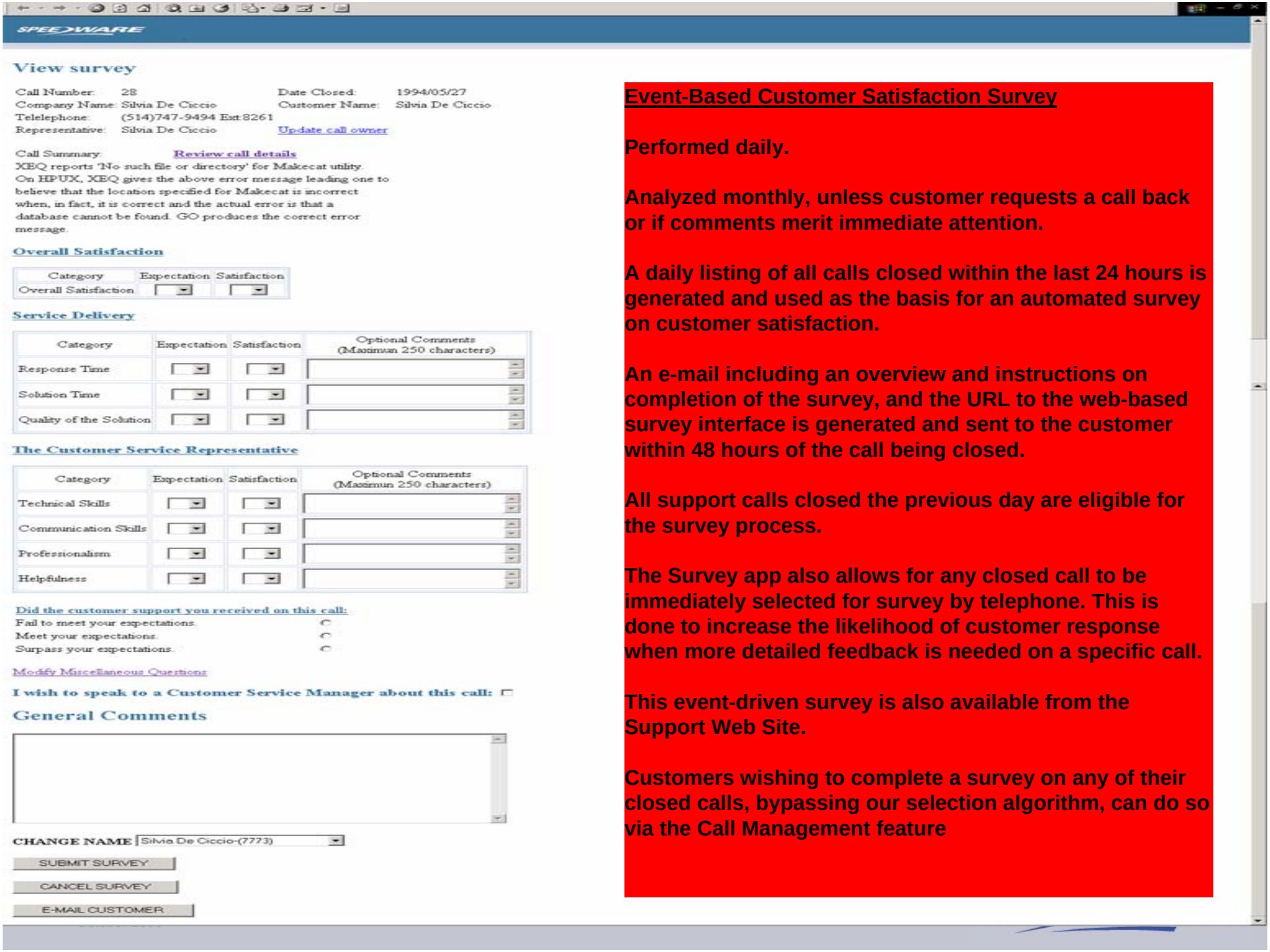
start http:... My ti... Supp... SQL ... Oper... Medi... Sum... C:\D... biapp... RTA.... http:... 4:46 PM

About Customer Satisfaction

- Monitored on a monthly basis…
- Helps us manage the Customer Satisfaction results of our event based surveys.
- Slices and Dices:
  - Customer satisfaction components by month, year, product, agent etc.
  - And, much more…

<u>Make every measurement count</u>

- Some SCP areas it affects;
  - Customer Feedback
  - Employee Development/People Programs: Provides agent with feedback on his performance, identifies training needs, career development etc.
  - R&D Interface: Which products generate highest satisfaction?
  - Sales Interface: Are their top customers happy?
  - Corporate Commitment: Profit Sharing, reference sites etc.



Event-Based Customer Satisfaction Survey

Performed daily.

Analyzed monthly, unless customer requests a call back or if comments merit immediate attention.

A daily listing of all calls closed within the last 24 hours is generated and used as the basis for an automated survey on customer satisfaction.

An e-mail including an overview and instructions on completion of the survey, and the URL to the web-based survey interface is generated and sent to the customer within 48 hours of the call being closed.

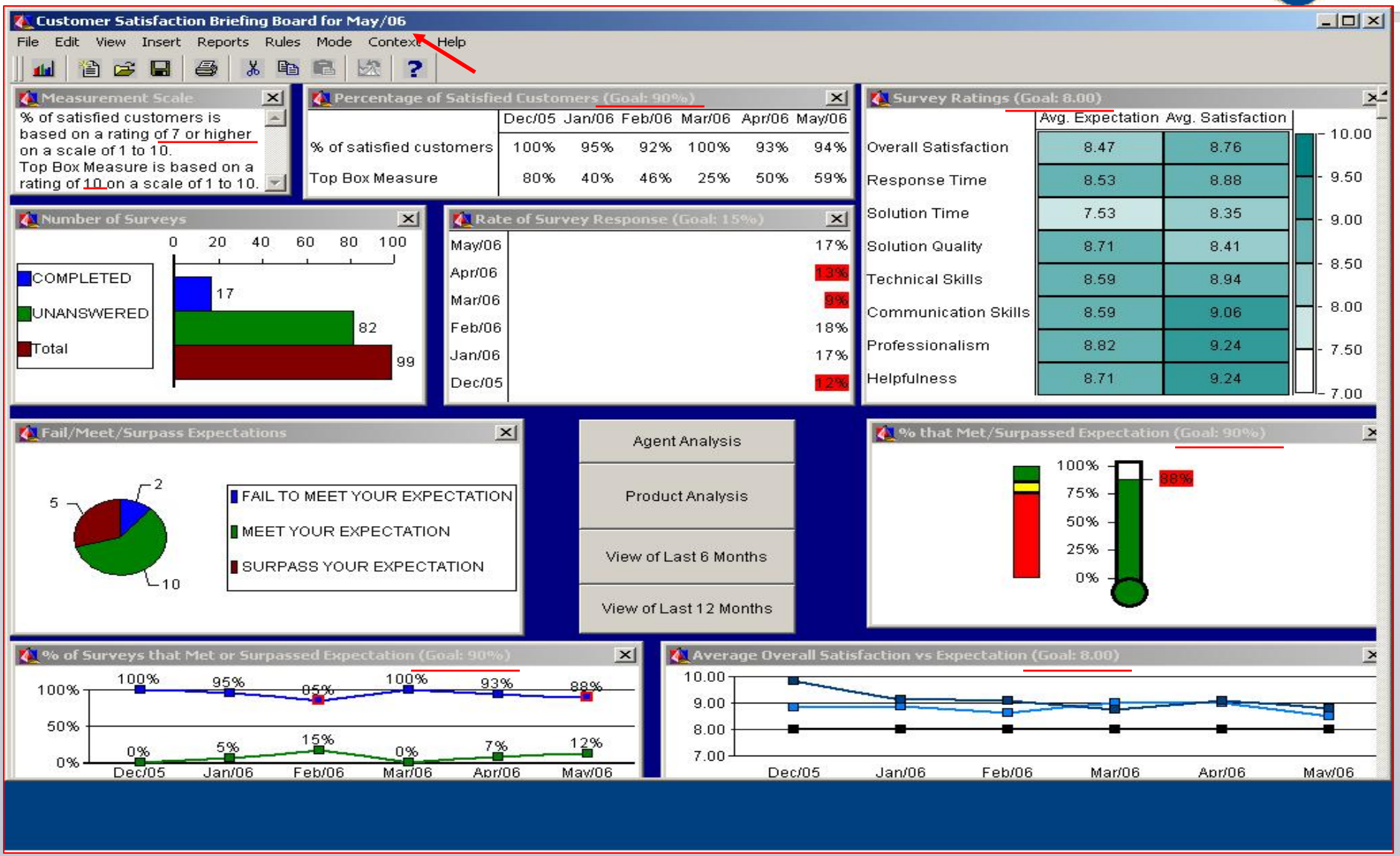
All support calls closed the previous day are eligible for the survey process.

The Survey app also allows for any closed call to be immediately selected for survey by telephone. This is done to increase the likelihood of customer response when more detailed feedback is needed on a specific call.

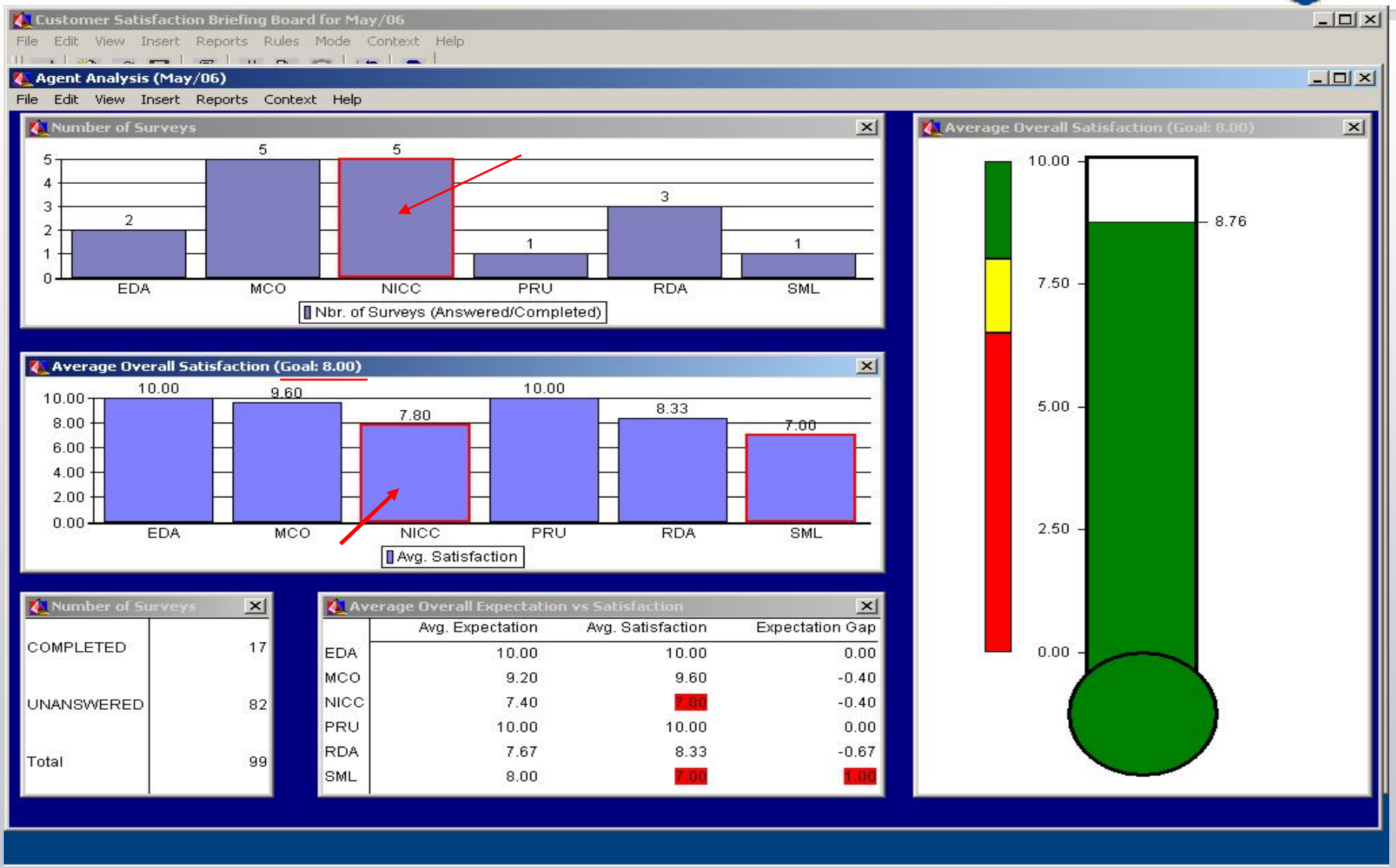
This event-driven survey is also available from the Support Web Site.

Customers wishing to complete a survey on any of their closed calls, bypassing our selection algorithm, can do so via the Call Management feature

Customer Satisfaction Management



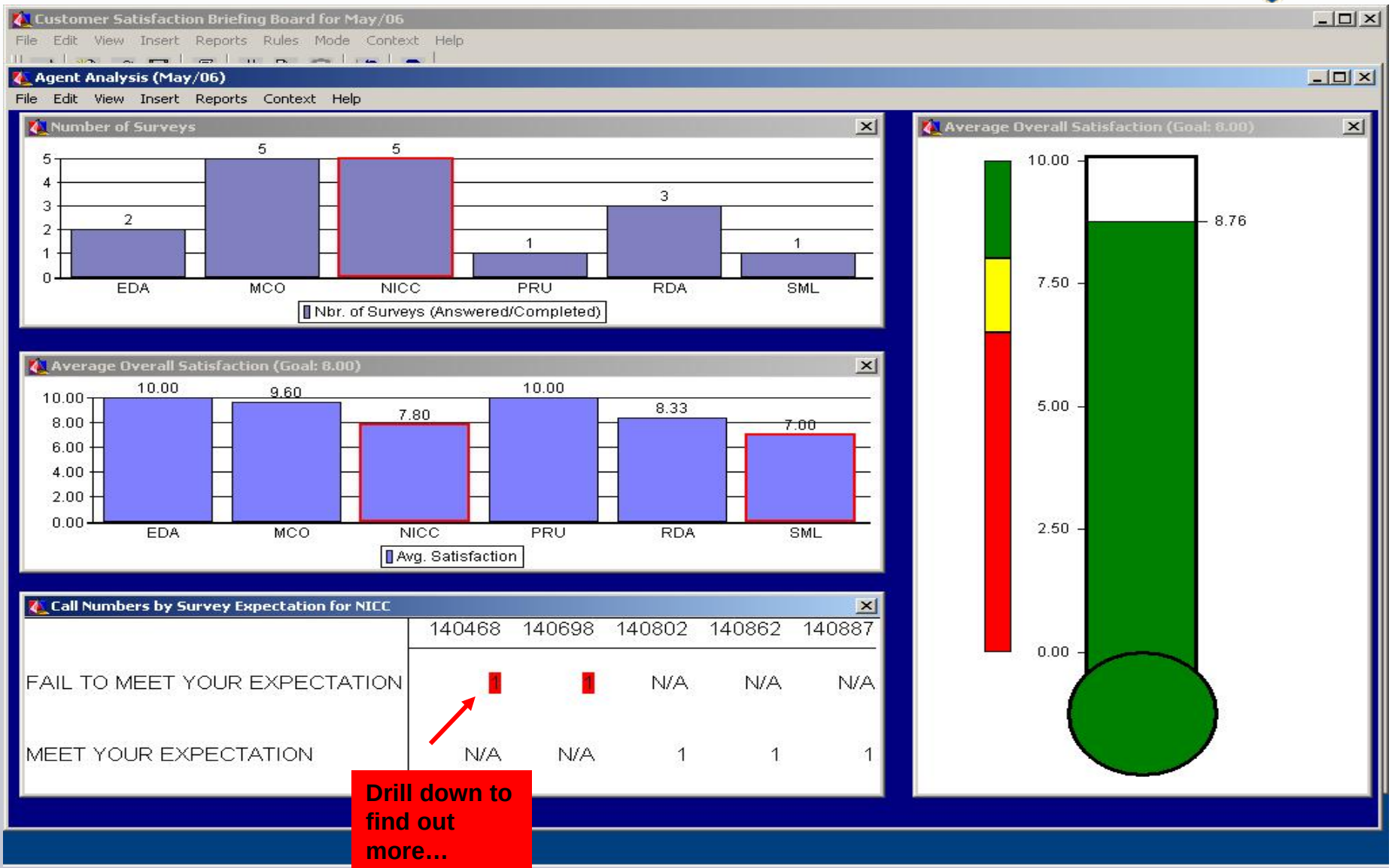
Customer Satisfaction Management



Number of Surveys	
COMPLETED	17
UNANSWERED	82
Total	99

Average Overall Expectation vs Satisfaction	Avg. Expectation	Avg. Satisfaction	Expectation Gap
EDA	10.00	10.00	0.00
MCO	9.20	9.60	-0.40
NICC	7.40	7.80	-0.40
PRU	10.00	10.00	0.00
RDA	7.67	8.33	-0.67
SML	8.00	7.00	1.00

Customer Satisfaction Management



Customer Satisfaction Management

Customer Satisfaction Briefing Board for May/06

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Details for Call Number 140468 (NICC)

File Edit View Insert Reports Context Help

Expectation

Question	Expectation
Overall Satisfaction	10.
Solution Time	10.
Solution Quality	10.
Technical Skills	10.
Response Time	10.
Communication Skills	10.
Helpfulness	10.
Professionalism	10.

Satisfaction

Question	Expectation
Overall Satisfaction	3.
Solution Time	1.
Solution Quality	1.
Technical Skills	1.
Response Time	5.
Communication Skills	1.
Helpfulness	1.
Professionalism	1.

Drill Down to the specific survey…

Review the processes and adjust.

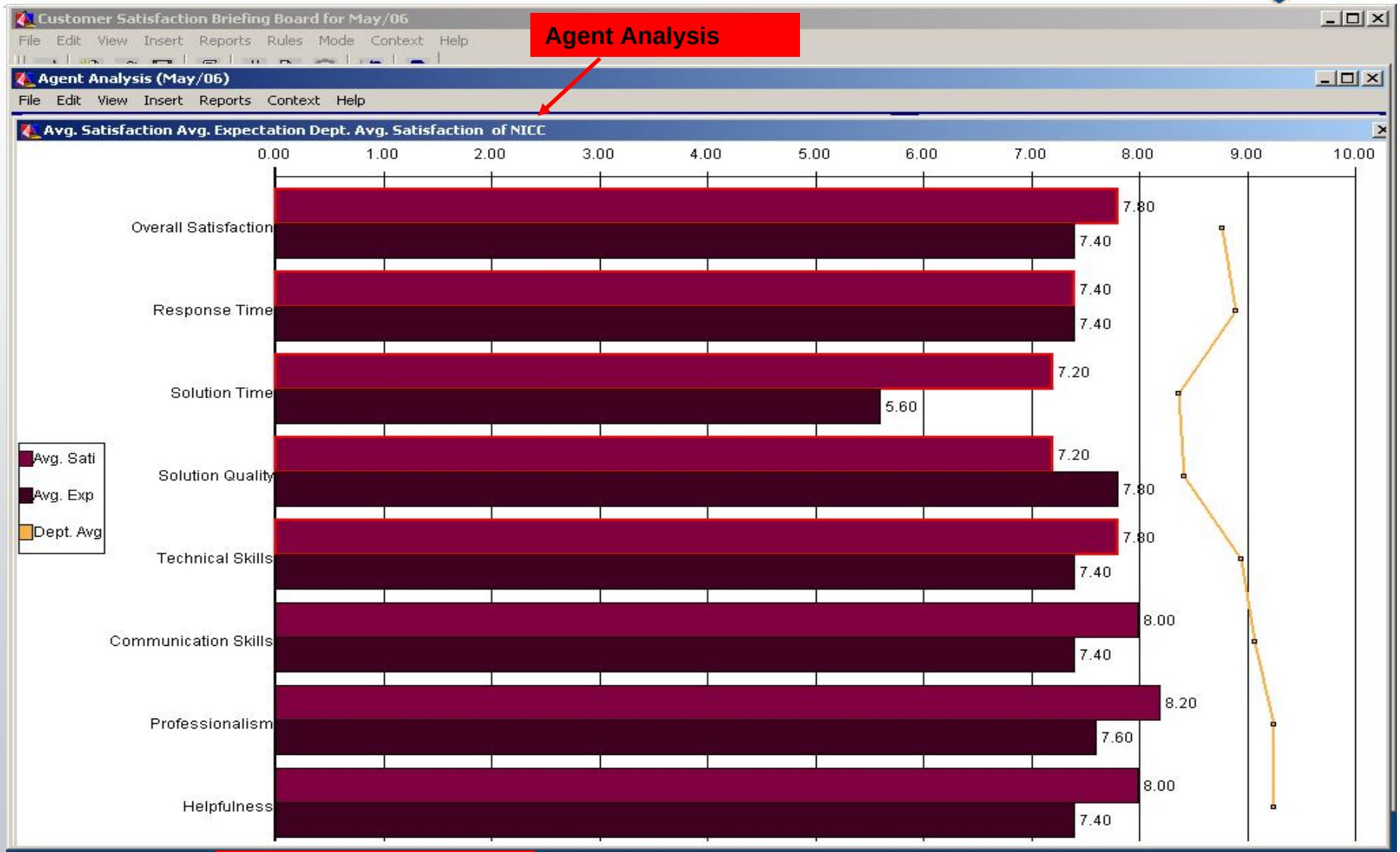
Comments

'Comment Summary'

I was transferred to many different people. By the time I received an answer, I had already figured it out. I was frustrated.

start | Inbox - Microsof… | CSSA Screen sn… | FY05 Bus Plan Su… | SCP Presentatio… | Customer Satisfa… | untitled - Paint | Search with Google | 4:55 PM

Customer Satisfaction Management



Establish trend / Goal:8 and determine WHTBD (What Has To Be Done)

Customer Satisfaction Management

Customer Satisfaction Briefing Board for May/06

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Out of 17 surveys, 1 rated overall Satisfaction wit.h a 3

Survey Statistics

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Percentage of Surveys by Question and Rating

	1.	3.	5.	6.	7.	8.	9.	10.
Overall Satisfaction	N/A	6%	N/A	N/A	18%	12%	6%	59%
Solution Time	6%	N/A	N/A	6%	18%	12%	12%	47%
Solution Quality	6%	N/A	6%	12%	N/A	12%	6%	59%
Technical Skills	6%	N/A	N/A	N/A	N/A	18%	18%	59%
Response Time	N/A	6%	6%	N/A	N/A	12%	18%	59%
Communication Skills	6%	N/A	N/A	N/A	N/A	12%	18%	65%
Helpfulness	6%	N/A	N/A	N/A	N/A	N/A	24%	71%
Professionalism	6%	N/A	N/A	N/A	N/A	N/A	24%	71%

Number of Surveys by Question and Rating

	1.	3.	5.	6.	7.	8.	9.	10.	Total
Overall Satisfaction	N/A	1	N/A	N/A	3	2	1	10	17
Solution Time	1	N/A	N/A	1	3	2	2	8	17
Solution Quality	1	N/A	1	2	N/A	2	1	10	17
Technical Skills	1	N/A	N/A	N/A	N/A	3	3	10	17
Response Time	N/A	1	1	N/A	N/A	2	3	10	17
Communication Skills	1	N/A	N/A	N/A	N/A	2	3	11	17
Helpfulness	1	N/A	N/A	N/A	N/A	N/A	4	12	17
Professionalism	1	N/A	N/A	N/A	N/A	N/A	4	12	17
Total	6	2	2	3	6	13	21	83	136

Customer ratings on overall satisfaction

Survey no.	Company	Caller	Rating
7435	University of East Anglia	Richard Woods	10.
7443	VOPAK Logistics North America Inc.	Bill Wimberley	10.
7464	Williams Bros. Lumber Company	Jesse Overly	10.
7468	Le Groupe Christie Ltee	France Rodrigue	10.
7483	Library Bound	Paul Clarke	10.
7489	Softvoyage	Pierre Morin	10.
7500	QVC PSO	Ric Goldman	10.
7507	Anthony Forest Products	Alicia D Waller	10.
7510	Lockheed Martin Canada	O'Neil Brooke	10.
7512	Centre hospitalier régional du Suroî	Guy Bissonnette	10.
7438	Eagel Informatica, S.A.	Vicente Sanchez	9.
7439	Bell Business Solutions	Claude Garceau	8.
7488	Arkansas Blue Cross Blue Shield	Rusty Wyrick	8.
7541	Kamco Supply Corp. of Boston	Carolyn Taranto	7.
7509	Amphenol Canada Corp.	John Pastor	7.
7542	CANNEX Financial Exchanges Ltd	Steven Waters	7.
7451	Mendocino College	Pat Trenholm	3.

Customer Rating Analysis

Lists the 17 surveyed customers with their associated overall customer satisfaction rating

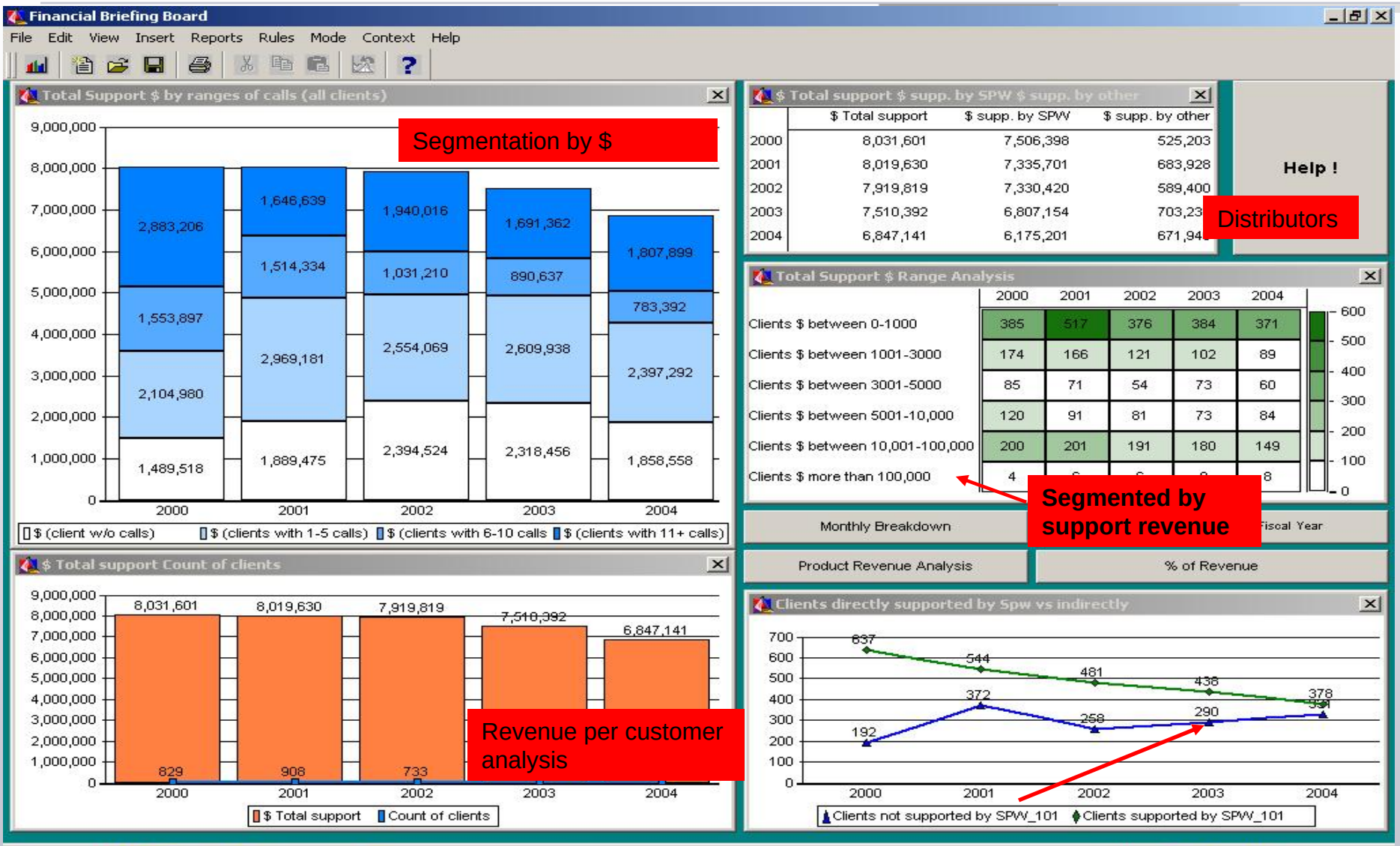
About Financials Dashboard

- Monitored on a monthly basis…
- Helps us manage the financial side of support revenue and segments our customer base.
- Slices and Dices:
  - Customers by year, product, revenue, calls, supporting entity etc.
  - Segments our customers by revenue categories to help us tailor programs accordingly etc.
  - Segments revenue by type of transaction.
  - And, much more…

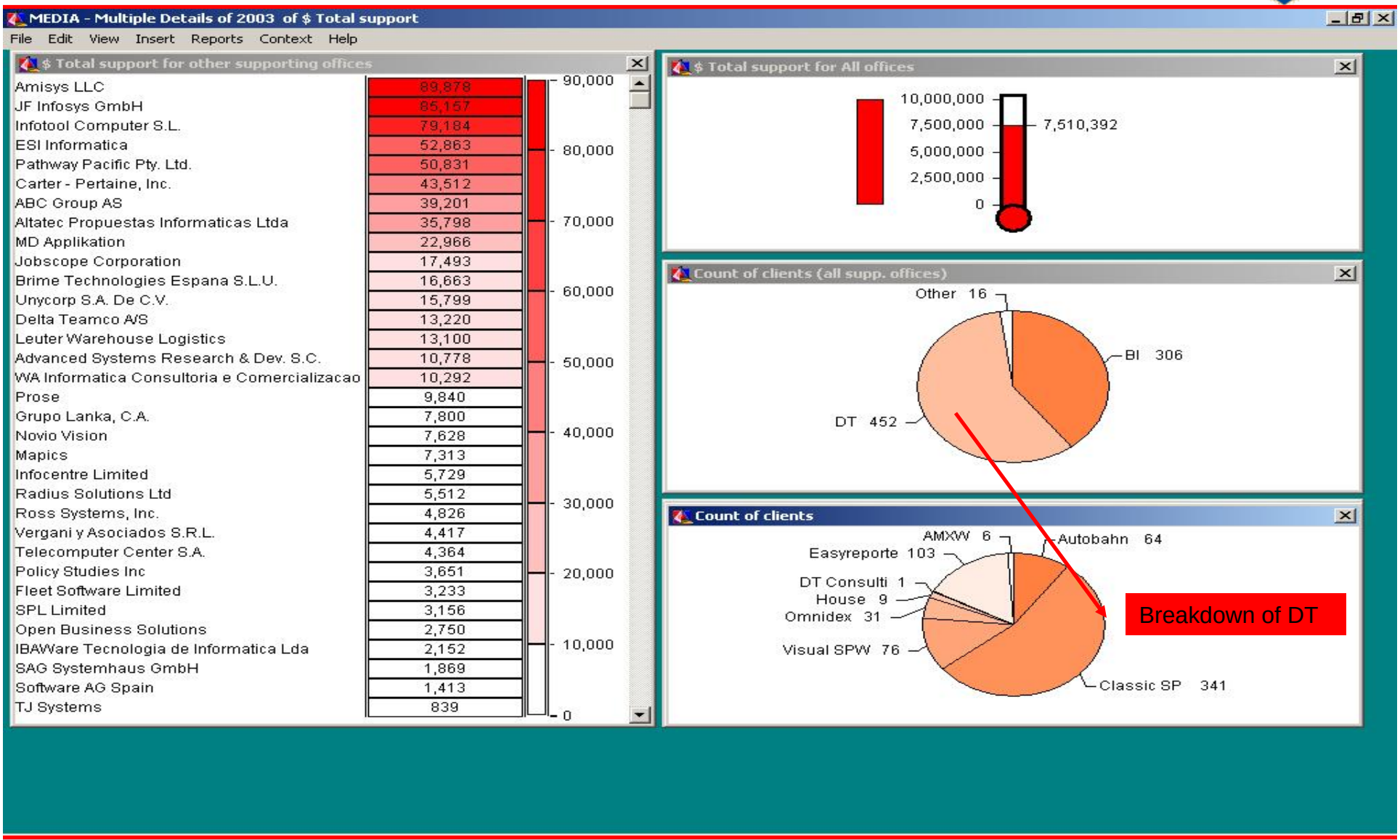
<u>Make every measurement count</u>

- Some SCP areas it affects;
  - R&D Interface: Understanding of product distribution in base.
  - Which products generate most money and/or more calls?
  - Performance Metrics: Revenue per call…
  - Financial Management
  - Corporate Commitment: Monitor revenue trend, attrition, growth and understand why.

Financial Management Examples



Financial Management



Financial Management

Monthly Breakdown

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Comments

Fiscal month 1 = October
Fiscal month 2 = November
Fiscal month 3 = December
Fiscal month 4 = January
Fiscal month 5 = February
Fiscal month 6 = March
Fiscal month 7 = April
Fiscal month 8 = May
Fiscal month 9 = June
Fiscal month 10 = July
Fiscal month 11 = August
Fiscal month 12 = September

We limit the analysis to fiscal Year 2000 and up.

Total Support $

	2001	2002	2003
01	650,351	643,242	577,555
02	649,887	645,722	560,030
03	649,412	646,490	557,834
04	653,744	628,950	553,514
05	649,092	620,206	554,074
06	649,739	621,990	550,918
07	654,339	623,707	551,007
08	649,705	620,275	546,079
09	652,999	615,478	549,954
10	650,962	595,727	565,906
11	637,937	590,066	533,473
12	636,256	595,618	542,840

$ Total support of BI

	2000	2001	2002	2003
01	125,670	143,190	157,979	118,523
02	124,994	144,172	160,402	112,136
03	126,620	144,345	161,359	111,312
04	141,150	161,953	149,591	111,553
05	139,477	161,348	146,913	111,456
06	139,682	164,654	144,989	111,218
07	141,462	164,431	145,531	111,588
08	135,396	162,767	143,444	109,989
09	135,295	163,159	133,294	110,967
10	138,429	166,908	122,520	117,716
11	139,169	162,429	122,187	117,572
12	142,296	158,978	123,343	119,671

$ Total support of All less BI

	2001	2002	2003
01	507,161	485,263	459,032
02	505,715	485,320	447,894
03	505,066	485,131	446,523
04	491,791	479,359	441,962
05	487,744	473,293	442,619
06	485,084	477,001	439,700
07	489,908	478,176	439,419
08	486,938	476,831	436,089
09	489,840	482,184	438,987
10	484,053	473,207	448,190
11	475,508	467,879	415,901
12	477,278	472,275	423,169

Click to change context...

Americas	6,643,184
Speedware Europe PL	867,208

Set the context for analysis

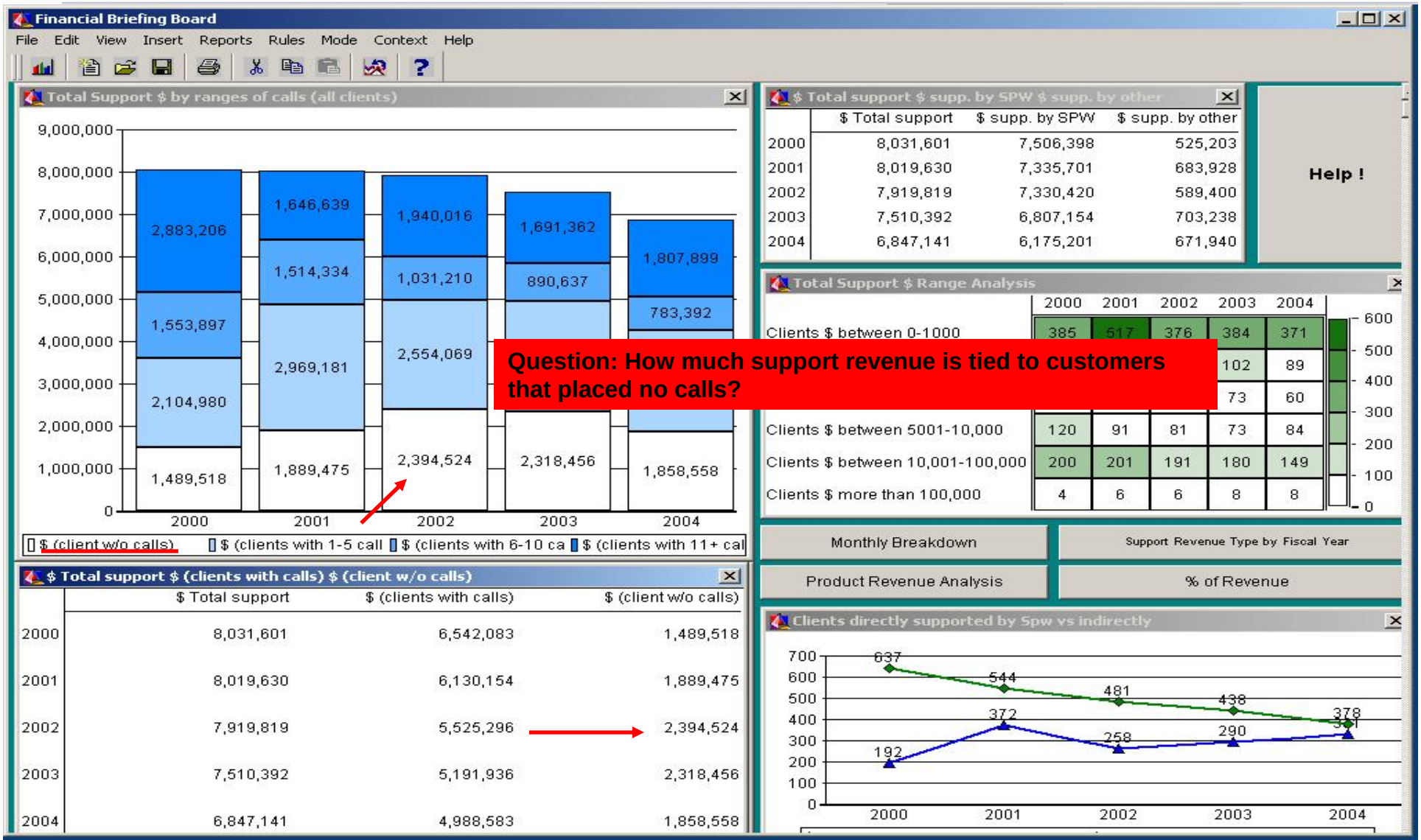
Monitor the trends for forecasting…

Breakdown for Fiscal Year 2003

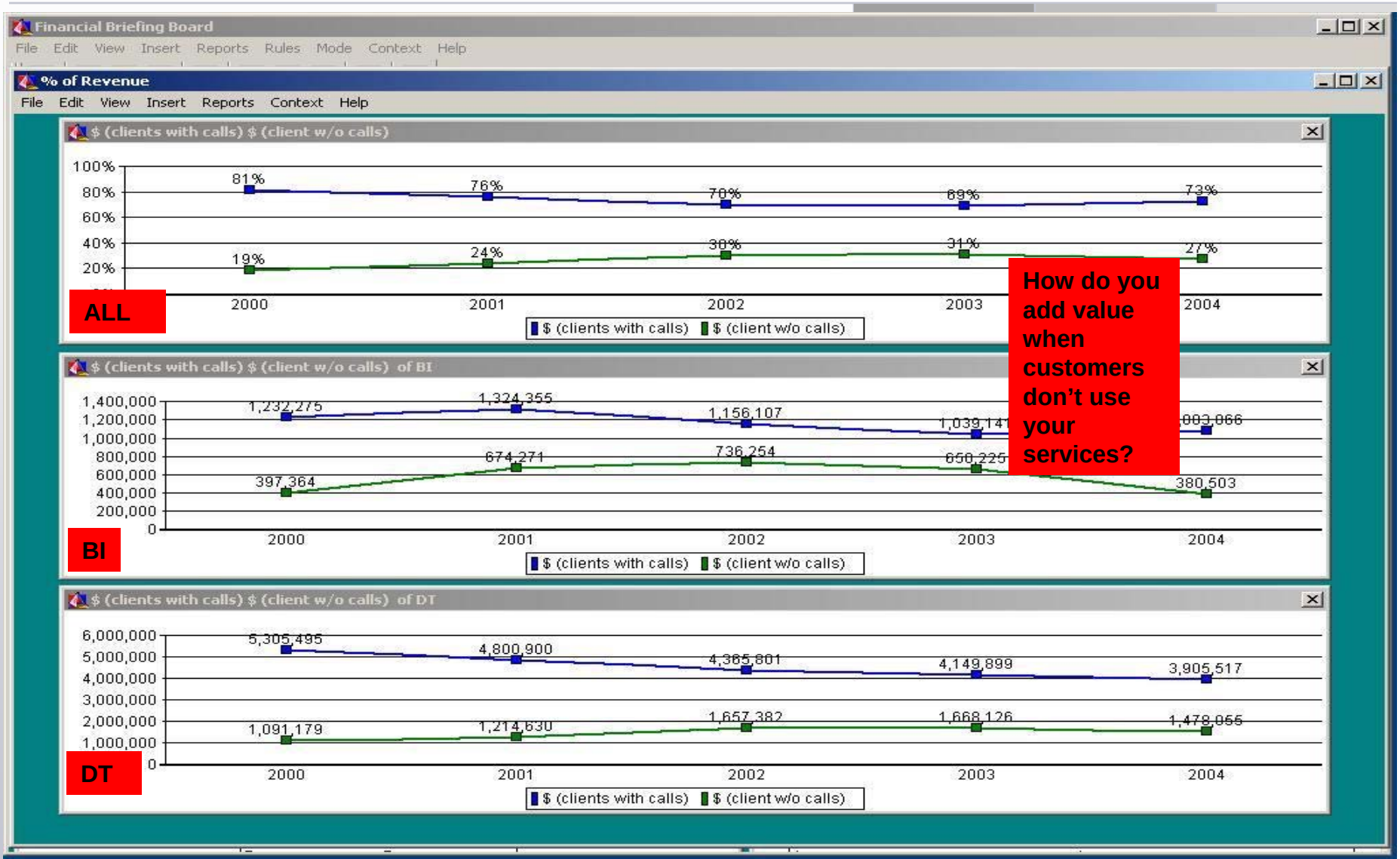
	01	02	03	04	05	06	07	08	09	10	11	12	Total
Add on	37,983	37,001	40,513	27,319	34,000	32,559	29,530	27,936	27,255	29,133	28,724	27,412	379,366
Administration	338	238	271	650	213	250	338	513	250	450	0	413	3,921
Currency difference	3,357	3,209	3,211	3,169	3,171	3,150	3,132	3,096	3,118	3,151	2,800	2,870	37,435
Increase price	36,397	34,694	34,186	28,832	27,106	25,080	24,258	21,245	20,984	21,867	27,400	28,005	330,056
New support	15,138	18,564	10,441	9,946	9,946	11,206	11,950	11,950	12,355	15,533	15,724	16,844	159,596
Re-instatement	37,115	36,824	40,295	28,511	29,332	30,718	29,129	26,671	27,696	15,954	15,813	14,781	332,838
Renewal	433,450	415,083	413,438	435,591	437,189	435,603	433,773	436,012	441,598	458,941	421,064	431,781	5,193,522
Upgrade	17,134	17,600	18,664	22,573	16,162	15,062	21,380	21,104	18,888	22,766	21,247	17,638	230,217
Total	580,912	563,213	561,019	556,592	557,118	553,628	553,490	548,525	552,144	567,795	532,772	539,743	6,666,951

Support Revenue Analysis

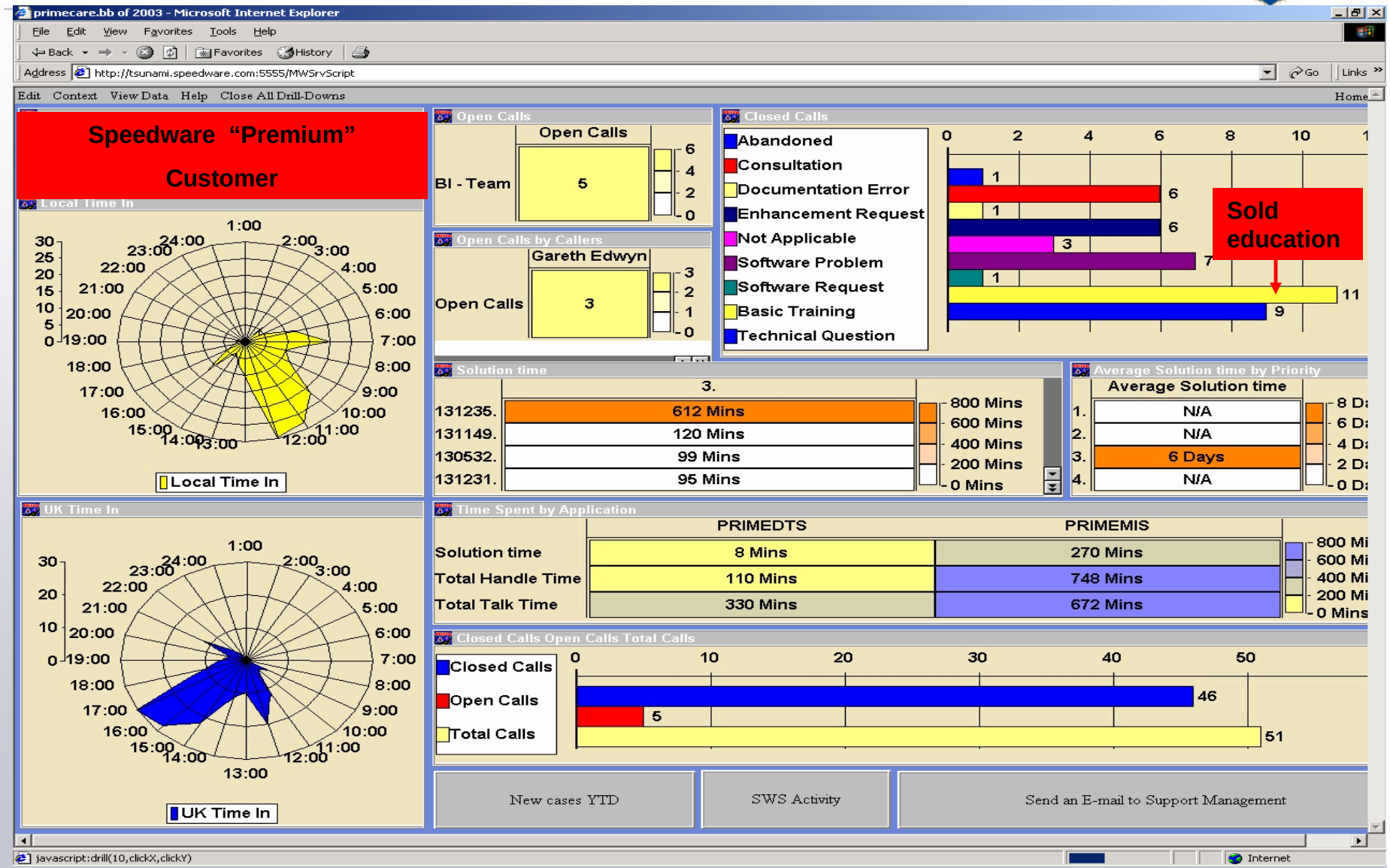
Financial Management



Financial Management



Pass it on to the Customer…



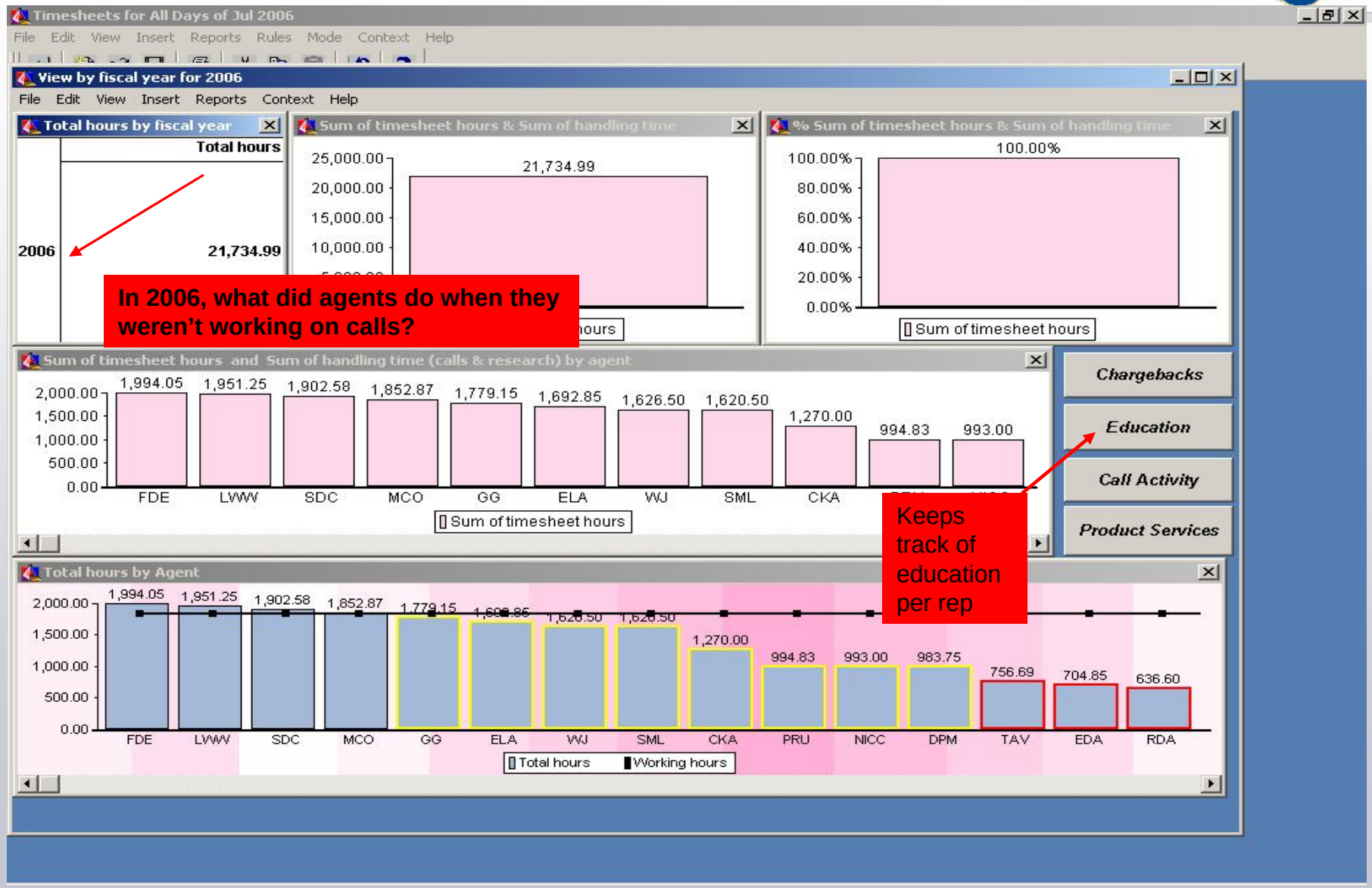
About Timesheet Management

- Monitored on a monthly basis…
- Helps us manage the off call activities of our agents.
- Slices and Dices:
  - Time spent on activities by month, year, agent, activity type, team.
  - Helps other departments identify staffing needs.
  - Helps manage / understand cost / margins.
  - Helps monitor education reqs.
  - Helps drive processes.
  - And, much more…

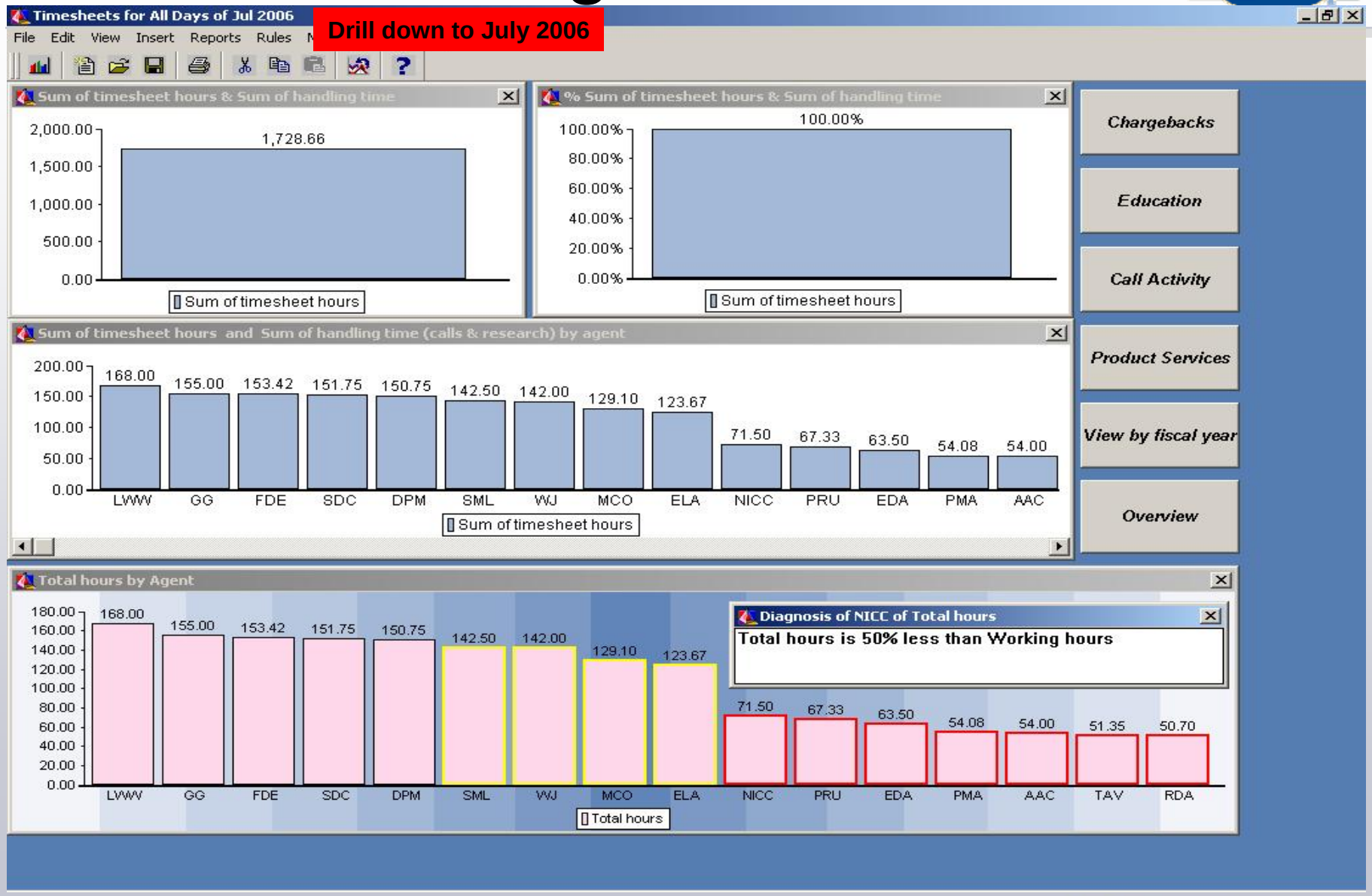
<u>Make every measurement count</u>

- Some SCP areas it affects;
  - R&D /Sales Interfaces: Relationship building. Help with Margins.
  - Employee Development/People Programs: Diversity of tasks helps with retention / career development.
  - Financial Management:Margins
  - Corporate Commitment: Monitors / identifies staffing need etc.

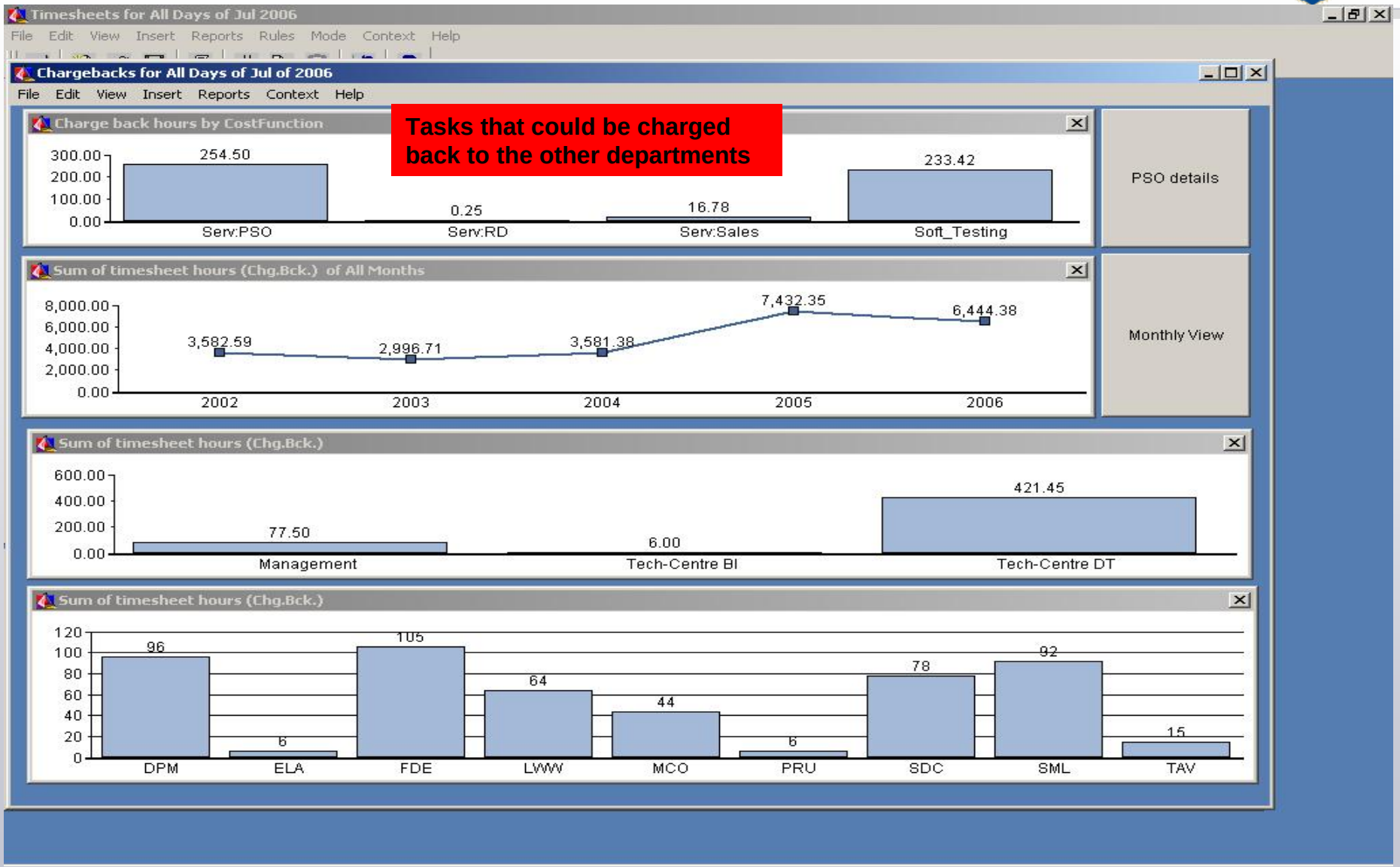
Timesheet Management



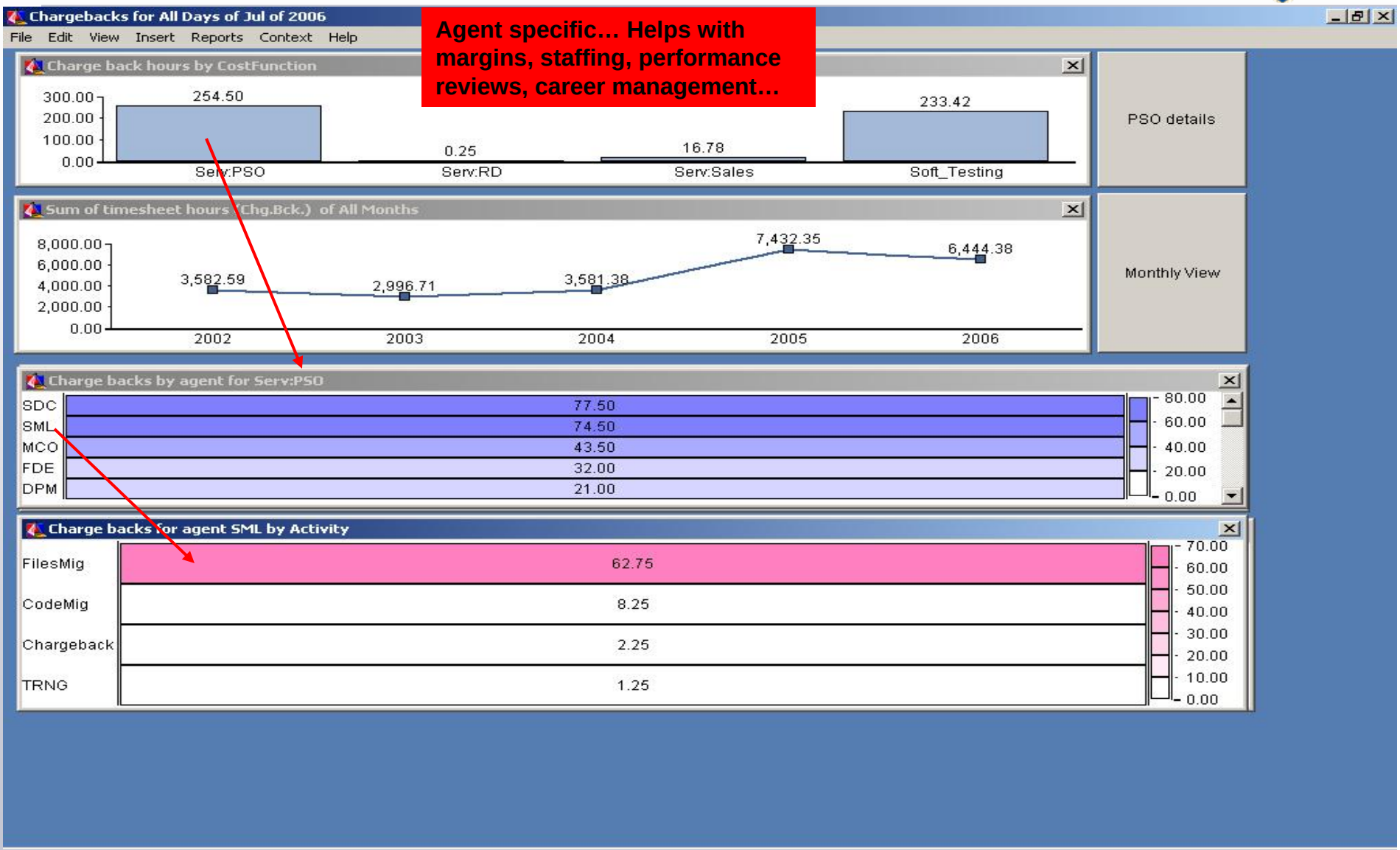
Timesheet Management



Timesheet Management



Timesheet Management



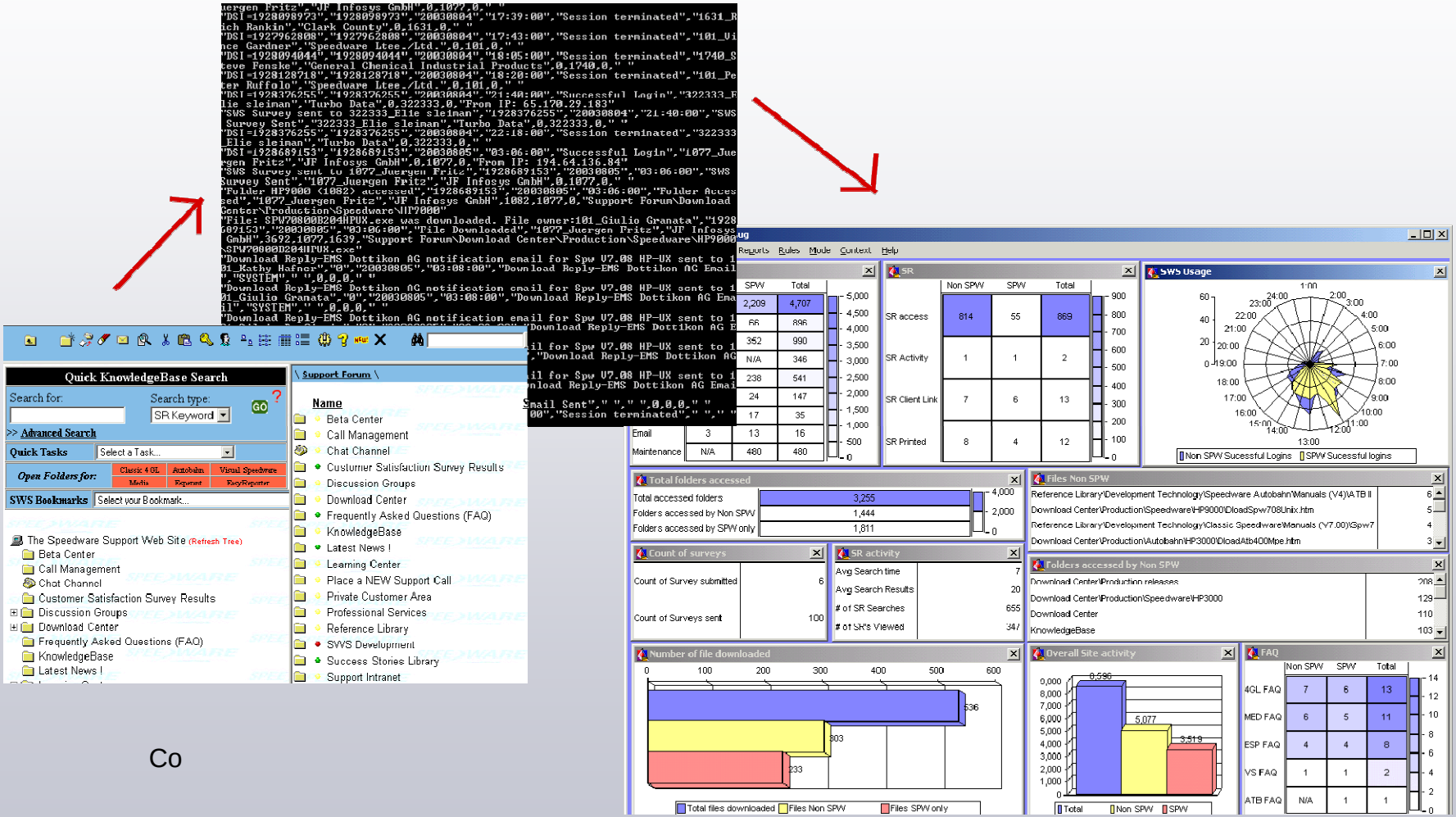
About SWS Dashboard

- Monitored on a monthly basis…
- Helps us manage the use of our Support Web Site (SWS) and understand how it adds value…
- Slices and Dices:
  - Activities by customers by year, product, revenue, calls etc.
  - Identifies who downloads software, accesses Knowledgebase etc.
  - Helps understand call deflection.
  - And, much more…

<u>Make every measurement count</u>

- Some SCP areas it affects;
  - Electronic Services.
  - Productivity Tools.
  - Which products generate most interest/activity?
  - People Programs/ Employee Development: Affects job descriptions – profit sharing plan – performance etc.
  - Financial Management: Customer retention / Renewals / Collections etc.
  - Customer Feedback: Surveys.

About SWS Dashboard



Co

SWS Management

SWS Activity of Mar

File Edit View Insert Reports Rules Mode Context Help

Site activity

	Non SPW	SPW	Total
Site Activity	2,294	1,317	3,611
SR	931	356	1,287
Login	538	287	825
Surveys	367	N/A	367
Download	273	135	408
Call	88	11	99
Email	8	8	16
FAQ	6	5	11
Maintenance	N/A	224	224

SR

	Non SPW	SPW	Total
SR access	911	348	1,259
SR Activity	N/A	2	2
SR Client Link	3	N/A	3
SR Emailed	4	1	5
SR Printed	13	5	18

SWS Usage

Non SPW Successful Logins | SPW Successful logins

Total folders accessed

Total accessed folders	1,980
Folders accessed by Non SPW	1,182
Folders accessed by SPW only	798

Files Non SPW

Reference Library\Customer freeware & shareware\Lee Merrick & Associates Limite	1
Reference Library\Development Technology\Classic Speedware\Technical Articles\t	1

Count of surveys

Count of Survey submitted	N/A
Count of Surveys sent	95

SR activity

Avg Search time	5
Avg Search Results	42
# of SR Searches	808
# of SR's Viewed	582

Folders accessed by Non SPW

Download Center\Production releases	192
Download Center	81
Download Center\Production\Media\Windows	75
Download Center\Production\Media	49
Download Center\Production\Esperant\Windows	42

Number of file downloaded

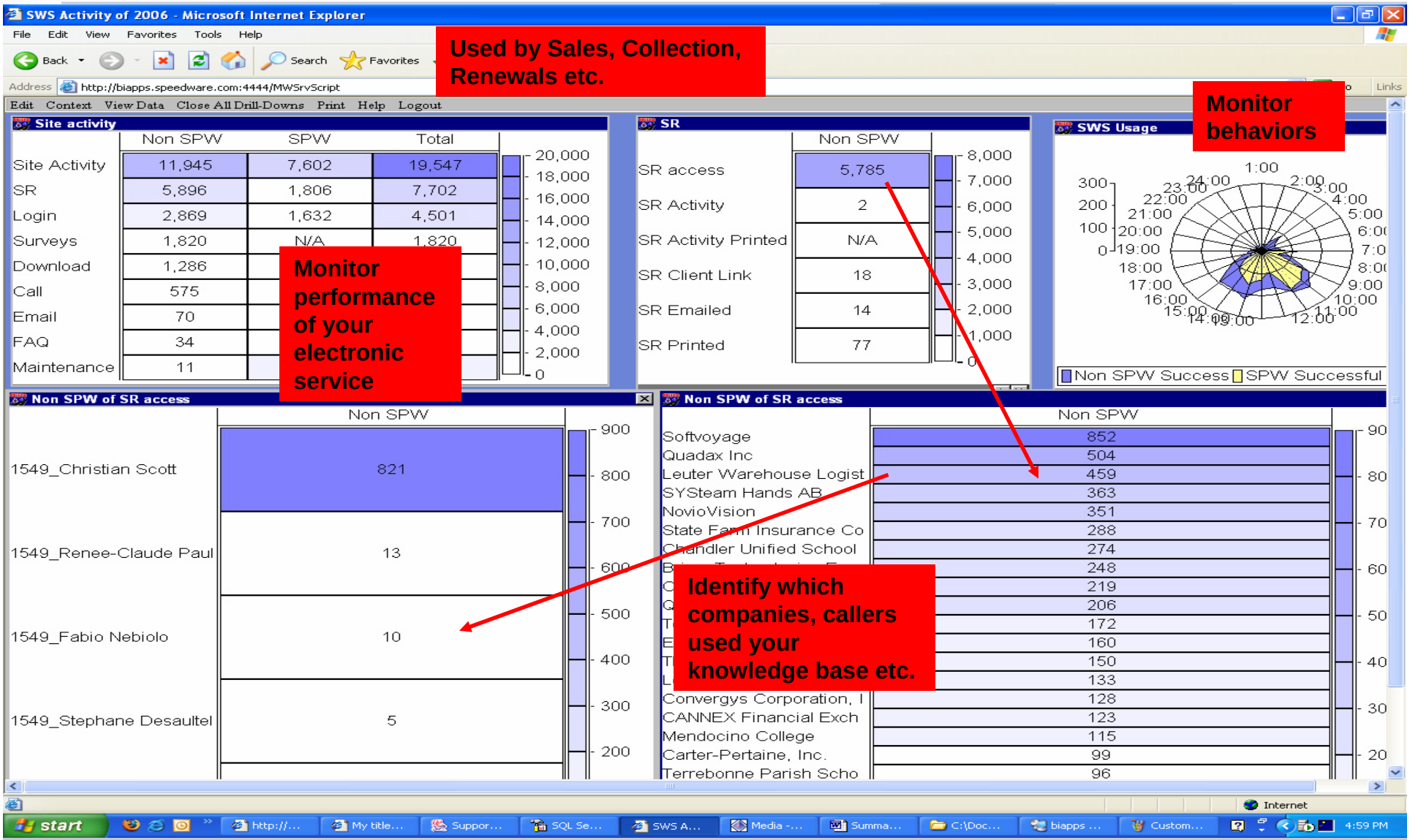
Total files downloaded | Files Non SPW | Files SPW only

Overall Site activity

FAQ

	Non SPW	SPW	Total
4GL FAQ	4	1	5
ATB FAQ	1	N/A	1
MED FAQ	1	2	3
ESP FAQ	N/A	1	1
VS FAQ	N/A	1	1

SWS Management



Used by Sales, Collection, Renewals etc.

Monitor behaviors

Monitor performance of your electronic service

Identify which companies, callers used your knowledge base etc.

Activity in Real Time…

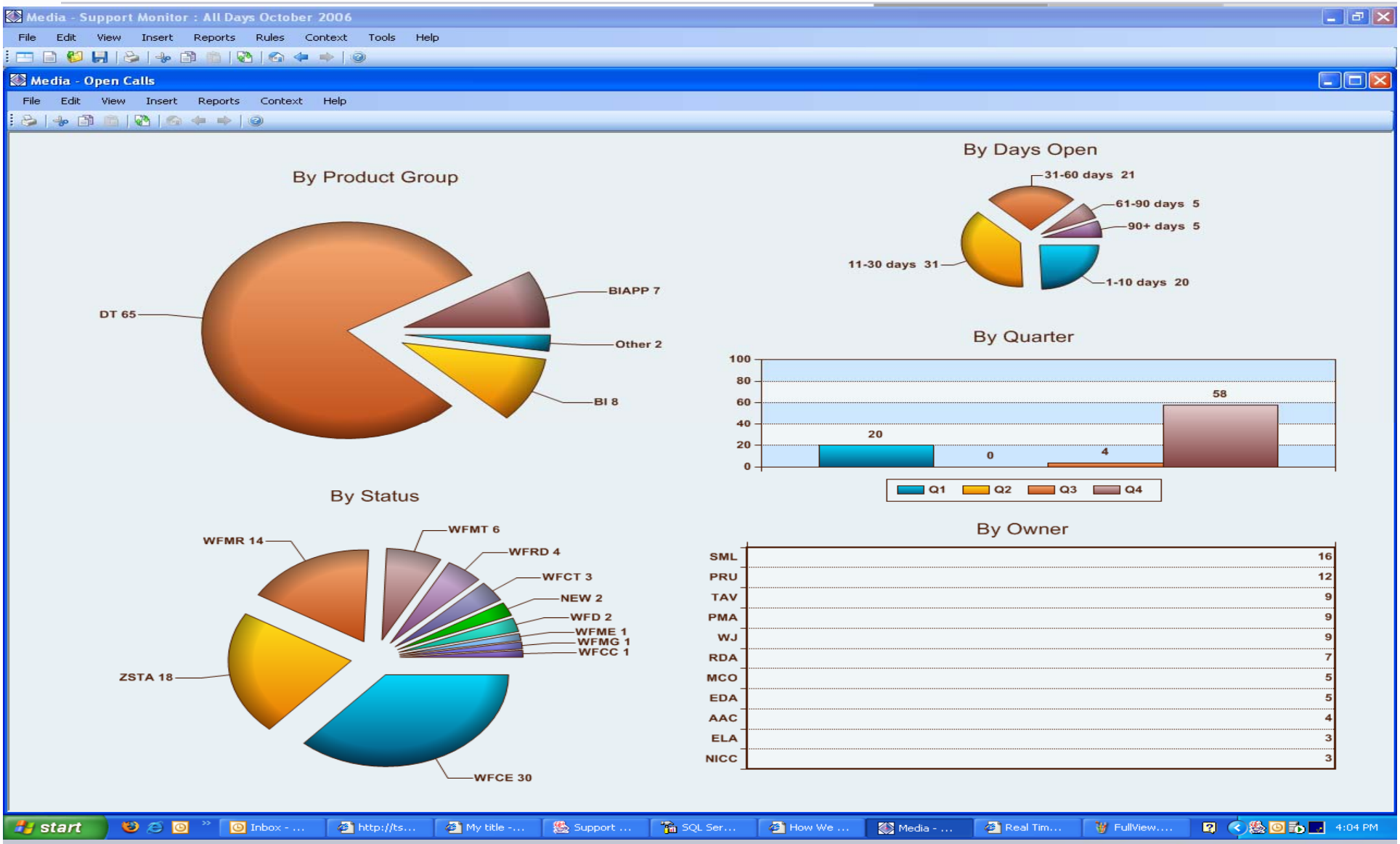
See Yesterday

Stats for: 2003/09/22 at 13:35:37

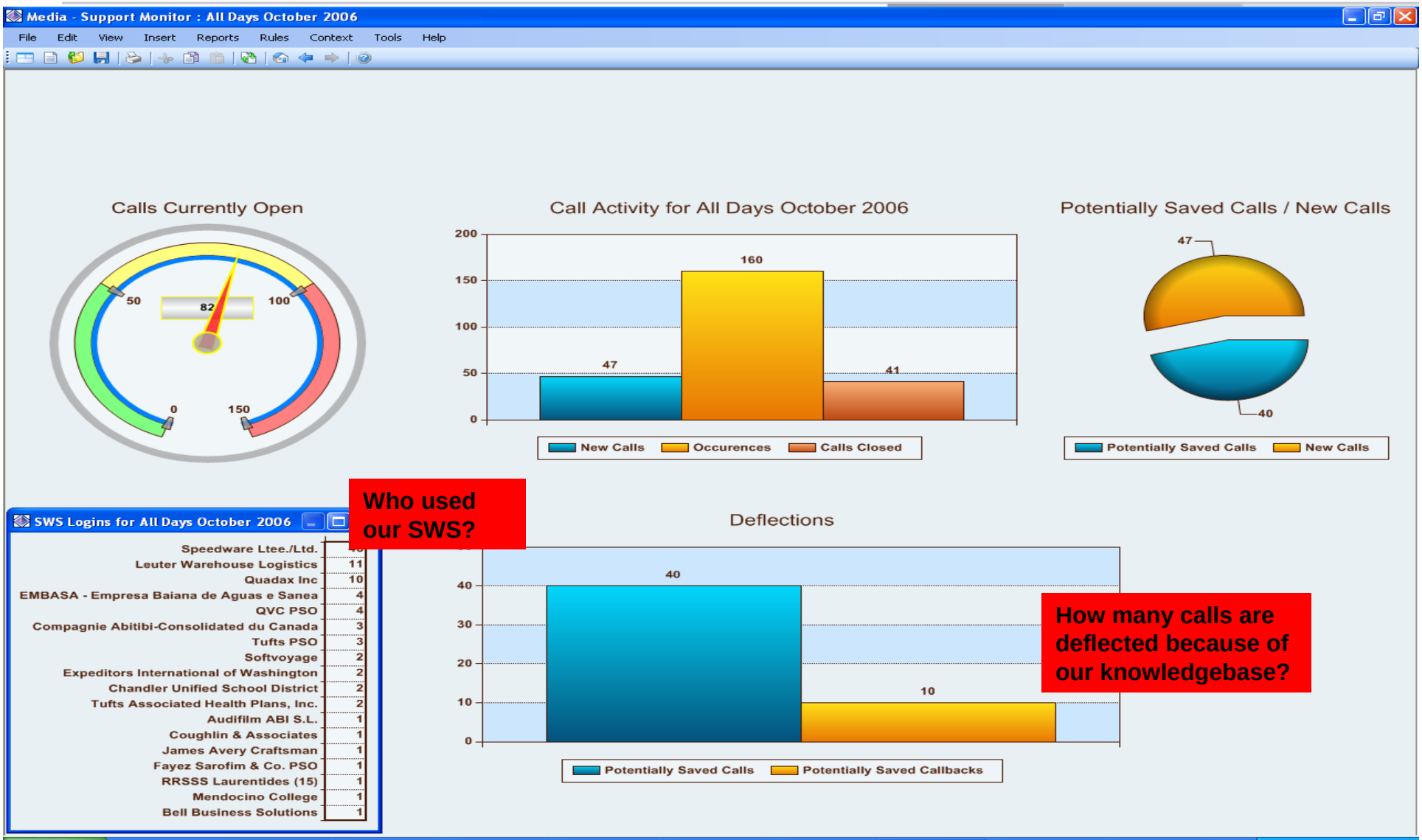
Today's Call Stats		
New Calls: 5	DT: 2	Phone: 0 Email: 2 Web: 0 Other: 0
	BI: 3	Phone: 1 Email: 0 Web: 1 Other: 1
New Occurences: 20	DT: 17	Phone: 1 Email: 4 Web: 0 Other: 12
	BI: 3	Phone: 1 Email: 1 Web: 0 Other: 1
Calls Closed: 3	DT: 0	
	BI: 3	
Open Calls: 91	DT: 74	
	BI: 17	

Today's SWS Stats		
	Visitors	Currently Logged in Visitors
Logins: 15	101_Andrew Bocchicchio	101_Andrew Bocchicchio
	101_Andrew Bocchicchio	101_Silvia De Ciccio
SR Searches: 5	101_Andrew Bocchicchio	1748_Dale Parker
	3634_Darren Scott	101_Andrew Bocchicchio
SRs Viewed: 8	1702_Mario Castro Dominguez	
	101_Silvia De Ciccio	
Linked SRs: 0	304978_Matt Clarke	
	304978_Matt Clarke	
Calls Entered: 1	6811_Bobby Napier	
	3634_Gareth Edwynn	
Calls Viewed: 1	1340_Francoise Rousseau	
	8554_Becky McDorman	
Downloads: 2	101_Peter Papaionnou	
	1748_Dale Parker	
Potentially Saved Calls: 16	101_Andrew Bocchicchio	
Potentially Saved Callbacks: 1		
New Call Deflection: 84%		
New Callback Deflection: 13%		
Total New Deflection: 63%		

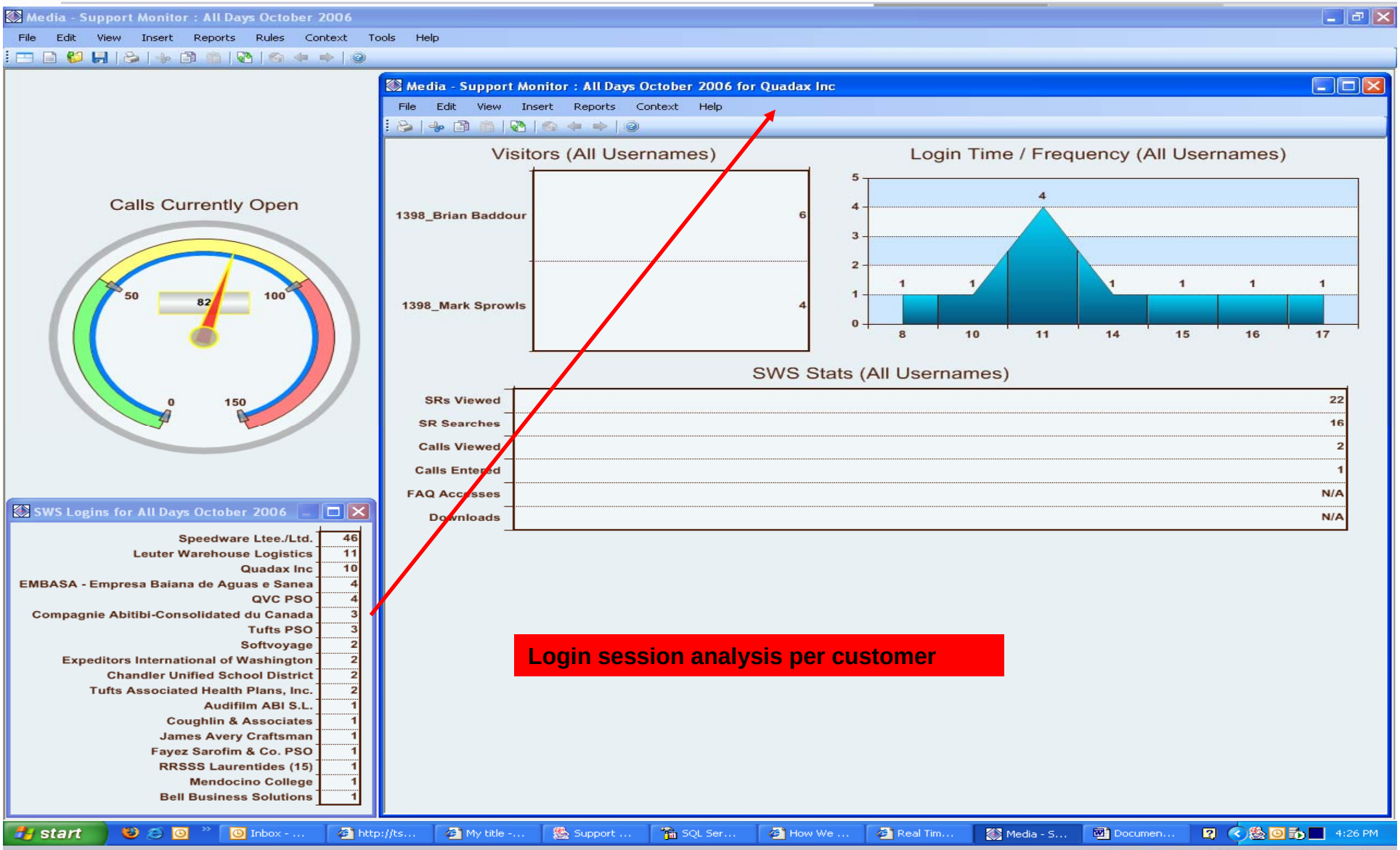
The Pulse of Support…



The Pulse of Support…

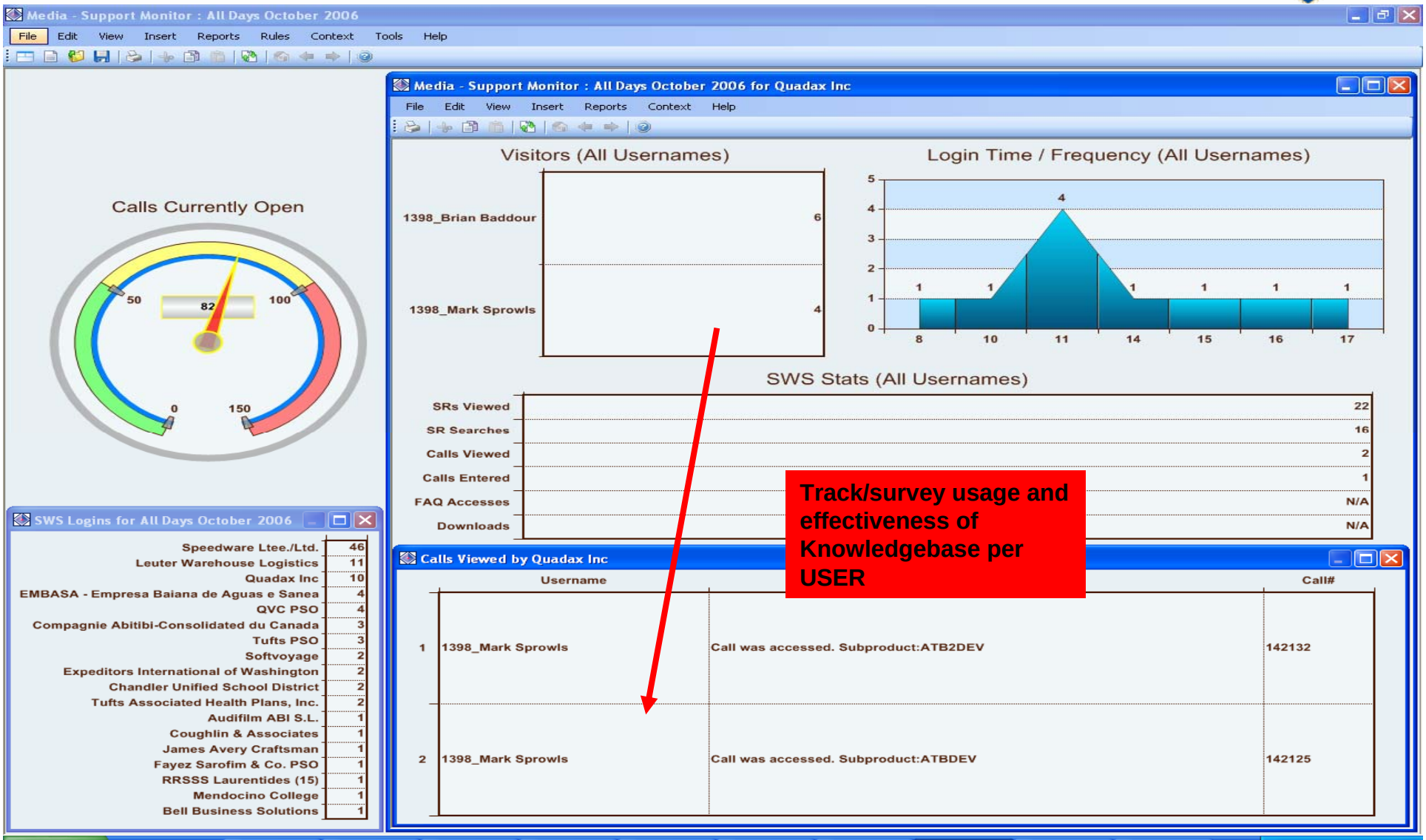


The Pulse of Support…



Login session analysis per customer

The Pulse of Support…



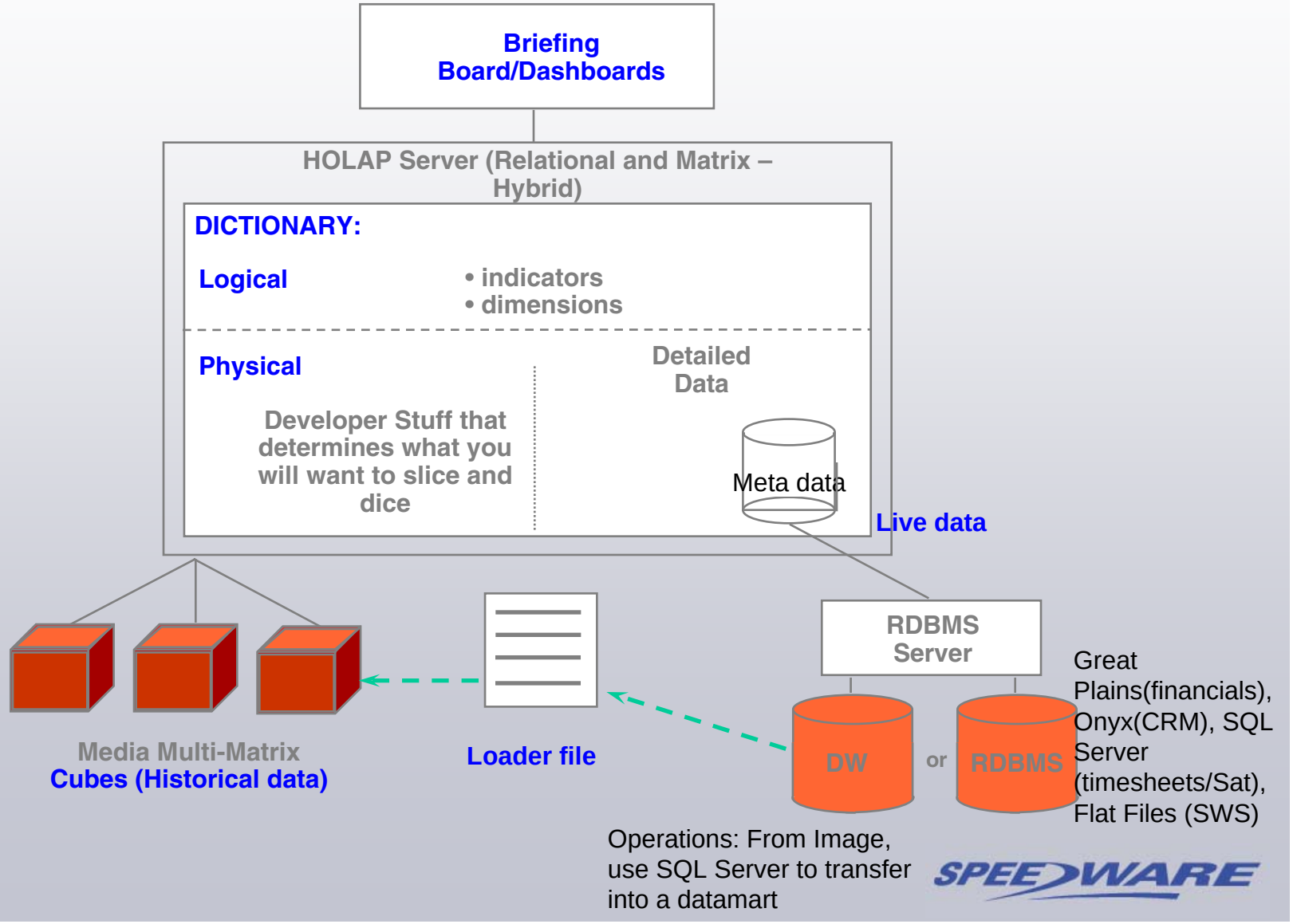
Track/survey usage and effectiveness of Knowledgebase per USER

What's On Your Dashboard? …

- ***Manage by the numbers***
  - ***Make IT your friend (Access to data is crucial)***
- ***Get into the issues***
  - ***You represent the voice of the customer… Make your opinion count***
- ***Don't wait for the perfect solution – just start, start small…***
- ***Be prepared to act (Question process / Improve)***
- ***Expose your support / service "business"***
- ***Raise strategic value***
- ***Manage expectations***
- ***Realize that your dashboard is never finished…***

Questions?

Thank YOU!

Maria Anzini@activant.com

Underlying Structure