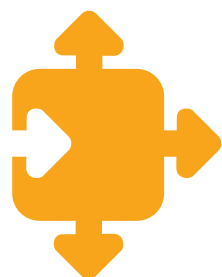




INFORMANCE CONSULTING
HELPS CUSTOMERS IMPLEMENT
FULL, END-TO-END PERFORMANCE
MANAGEMENT SOLUTIONS.



informance

where information improves performance

SERVICES

Informance Consulting offers its customers:

- An iterative and incremental project management approach for all **Performance Management Solutions**, thereby minimizing time-to-market.
- A comprehensive project methodology (with business interaction) covering all relevant phases:
 - Requirements analysis
 - Back-end design and implementation
 - Front-end development
 - Testing
 - Roll out and maintenance
- Training services: technical and business **user training sessions**
- Dedicated, **professional and highly-trained** consultants
- A **delivery focused approach**, with an emphasis on quality
- Close collaboration, **working in mixed teams** if appropriate
- An **open-minded, flexible approach** where specific needs receive specific attention

Project management

Informance Consulting provides specialized project management roles adapted to the specificity of Performance Management projects. Our customised methodology guarantees successful implementation: on schedule and well within budget.

Business Consultancy

The business requirements of every Performance Management project are defined on the basis of a thorough analysis of the processes and needs of the target organization.

Solution architect

The business requirements are then translated into technical solutions. Informance Consulting provides consultants with experience and technical knowledge to design the best possible solution.

Technical consultancy

From analysis and design to implementation. Informance Consulting's consultants have deep technical knowledge in the fields of:

- back-end development: to Extract, Transform and Load data from multiple source systems into the data warehouse
- front-end development: to implement the solution via:
 - Dashboards and scorecards
 - Planning applications
 - Reporting and analysis environments

SOLUTIONS

Informance Consulting develops solutions covering the complete Performance Management lifecycle. The **real value** of Performance Management is found in the on-going process which enables decision makers to answer the 3 fundamental questions: **What should we be doing? How well are we doing it? Why are we (not) doing well?**

Translated from a technology perspective, Performance Management involves the integration and automation of:

- **Planning:** including budgeting & forecasting. Focusing on the question "What should we be doing?"
- **Monitoring:** scorecards and management dashboards. Answering the question "How well are we doing?"
- **Reporting and Analysis:** the process of creating a corporate Data Warehouse as the single version of the truth, together with Business intelligence solutions to report and analyse the causes behind performance levels. Focusing on the question "Why are we (not) doing well?"

Informance Consulting provides valuable support for organizations across the entire Performance Management lifecycle.

Planning solutions (Budgeting and Forecasting)

Planning involves looking forward. During this process, both financial and operational targets and benchmark values are defined on a time-based scale. Centralising all budgeting and forecasting information within a company is a very time-consuming process. Budgets and forecasts are often located in separate departments, making centralisation difficult. Informance Consulting therefore offers a range of sophisticated planning tools to fill this gap and serve as a central repository for global enterprise planning.



Monitoring solutions (Dashboards and Scorecards)

Dashboards provide a **valuable overview** of an organization's general and detailed performance levels at a glance. The dashboard comprises several subsections, showing the **most important corporate information** and indicators. Actual business values can be presented alongside budgeted or forecast values.

Dashboards can be designed and arranged according to a variety of formats:

- Graphical presentations such as pie charts, bar graphs, metrics charts,...
- Lists or crosstabs with textual and numerical information
- Cartographic presentations displaying information on maps

Scorecards are essential strategic performance management tools, which can be used by **managers and decision makers** to keep track of all tasks and actions under their control, while monitoring the outcome of each individual action. Scorecards present information in a **highly aggregated way**. Actual values are compared with planned figures providing an insight into **longer-term trends**. Indicators can be expressed in a variety of formats, making it immediately clear whether or not **business goals** - defined during the planning process - have been met. Scorecards can present indicators in several domains such as sales, customer satisfaction, project status, inventory turn-around, etc.

The scorecards can also be defined according to different methodologies, such as the well known Balanced Scorecard method.

Reporting & Analysis (Data Warehouse and Business Intelligence)

Reporting & Analysis is fundamental to every company. Informance Consulting helps standardize all reporting and analysis on a single platform for consistent, reliable analytic, business, and enterprise information.

All the required data is first centralized and cleansed in a central data storage: the **Data Warehouse**. By centralizing the information, only one version of the truth exists on which all reporting is based. Data warehousing also enables reporting based on historical data.

Setting up a data warehouse involves 2 processes:

- The **integration process** combines related information from all data sources available within the organization. All descriptive information is standardized (e.g. into one customer list, one employee list, etc.). This crucial step guarantees that all decisions are based on one, single version of the truth.
- The **transformation process** extracts data from the various sources and transforms it into the required form, format and quality. The data is 'cleansed' to improve quality. Data quality is crucial for the success of any Performance Management project, which is why Informance Consulting pays close attention to this step to satisfy user expectations and maximize acceptance.

Business intelligence reporting and analysis includes ad hoc and managed reports and analyses, triggers and alerts.

Analysis applications present information in a dimensional way, enabling access to data via the manipulation (selecting, hiding, etc.) of these dimensions. Master information is called "dimensions"; numerical information is called "facts".

Managed Reporting is a collection of standard reports made available to business users. These form the basis for the execution of parameterised reports.

Ad-Hoc Reporting offers more advanced business users the ability to explore corporate information by generating ad-hoc reports. A semantic layer translates the contents of the underlying database into business terminology. Triggers and alerts deliver information to users when a certain event occurs or a certain threshold is reached.

ABOUT INFORMANCE CONSULTING

Informance Consulting has **more than a decade of experience** in the field of Performance Management. We have **proven expertise** in a range of different sectors:

1. **Public sector**
2. **Pharmaceuticals**
3. **Industrial applications**

Our approach is based on **multiple best-in-class technologies**: IBM Cognos Business Analytics, Microsoft BI, Business Objects, Informatica, IBM DataStage, ...

MISSION STATEMENT

Informance Consulting's mission is **to unlock the enormous amount of available data** and to transform this data into valuable information **leading to better business insights** and **improved decision making**. We achieve this by forging **close collaborative** partnerships with our customers and by providing dedicated, professional consultants in support of the entire performance management lifecycle:

- Budgeting and planning
- Monitoring and dashboards
- Reporting and analysis

Informance Consulting **works exclusively with best-in-class** technologies and provides a full range of Performance Management services.

Our project management based approach guarantees **close follow up** of every milestone.



www.informance-consulting.be

INTERESTED IN **JOINING OUR TEAM?**

WANT TO **HEAR MORE** ABOUT OUR **SERVICES AND SOLUTIONS?**

WANT TO **DISCOVER** HOW
INFORMANCE CONSULTING CAN **ADD VALUE TO YOUR COMPANY?**



**DO NOT HESITATE TO CONTACT US FOR AN INFORMAL CHAT.
WE LOOK FORWARD TO MEETING YOU.**

Informance Consulting

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