



# SunSystems Analytics

## Key Features - SunSystems KPI



### Overview

Organizations across a wide range of industries face many common challenges in today's business environment. One such challenge is to provide business systems that deliver the right information to the right people at the right time. Such a system, enabling the effective monitoring of performance against targets using Key Performance Indicators (KPIs), can result in swift decision-making to keep the business on track.

SunSystems KPI is part of the Analytics suite of products and enables stakeholders to view, monitor and analyze the organization's Key Performance Indicators from a browser. This means that information vital to the success of the organization can be provided quickly and easily, when and where required.

Using SunSystems KPI, key personalized information is securely delivered both within and outside of the organization through an intuitive, interactive user interface to an unlimited number of users.

### Key features at a glance:

- Mission critical KPI information delivered to an unlimited number of stakeholders
- Report templates configured to your organization's requirements
- User definable dashboard layout requires no specialist training to use or configure
- Interactive content provides drilldown from high-level traffic light reports to underlying detail with tabular and graphical presentation of information
- One report set for all users which provides personalized delivery using Report Server's page level security feature
- Report data can be 'sliced and diced' using the eAnalysis cube
- KPI information can be generated from a combination of SunSystems and other related data sources

### Deployment

SunSystems KPI is a browser-based solution that can be used by a wide audience without any specialist training. This may include a sales manager who wishes to easily monitor actual sales against target for each of his regions, or a supplier who wishes to view how they are performing against their Service Level Agreement (SLA).

Individual users do not need to have SunSystems installed to be able to view the KPI information, which enables the delivery of information to become highly scalable and cost effective, both inside and outside the firewall.

### KPI reports

After an initial assessment of your organization's requirements, a set of standard report templates – based on multidimensional profitability and working capital – are tailored to your individual reporting needs.

Report content can be output in PDF format for printing, or as an MS Excel file for further manipulation and analysis. Subject to the appropriate permissions, users can run further on-demand reports through the Report Server module to get the latest information available. Configured reports are run and automatically refreshed according to a user-defined schedule.

### Security

KPI reporting typically has a wider user population than an existing SunSystems implementation. As a result, SunSystems Report Server and SunSystems KPI have their own security infrastructure containing role and user privileges. A tool is provided to import users from SunSystems or any other existing system. In addition Report Server supports external security models including LDAP, Oracle and SQL Server.

One report can provide personalized KPI information to many different users by using the page level security features set within each report design. If a user's role in the organization changes, their privileges can be updated accordingly so that they automatically view the new KPI information available for their role.



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### Personalization

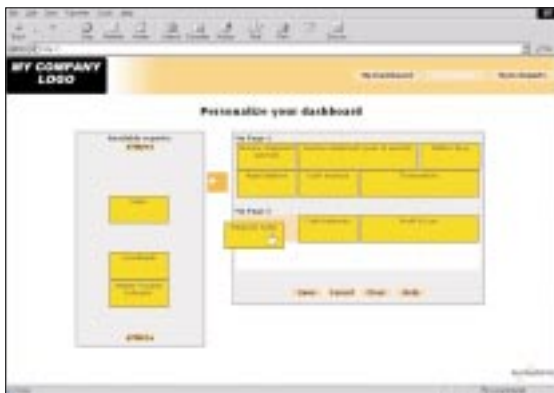
High-level KPI information is displayed to individual users via a personal home page, or dashboard. Thumbnail reports immediately highlight areas that require attention using a series of colors and symbols.



*An example dashboard displaying KPI information to a regional manager within an organization*

Organizations can customize the look and feel of the dashboard and report format using their own logos, images and color schemes.

Subject to access permissions, individual users can customize the content and layout of their own dashboard pages at any given time. The example screen below shows how the thumbnail reports available can be easily selected and placed using a drag and drop interface.



*The dashboard personalization screen*

### Analysis

Multidimensional analysis templates are configured to leverage the power of the analysis capabilities in SunSystems. This enables users to drill down from the thumbnail reports to view as much detail as they require (or that their security permits). This allows them to investigate any variances in the information against the set performance targets for their part of the business.

The eAnalysis feature provides additional flexibility, which turns a detailed report with many columns and levels of grouping into a set of pivot tables. The information can be 'sliced and diced' using a cube style interface so that it can be viewed in any way required, without having to run a separate report for each view.

### Extensibility

Additional services can be provided to extend the set of report templates into the delivery of order fulfilment or full balanced scorecard information, depending on the range of additional data sources available.

In addition, SunSystems KPI information can be seamlessly integrated with your existing websites and other web applications, such as SunSystems i2i.