

# A SMART SOLUTION FOR PERFORMANCE MANAGEMENT



SMART<sup>4</sup>PM

STRATEGIC MANAGEMENT ANALYSIS AND REPORTING TOOL FOR PERFORMANCE MANAGEMENT

“PRIOR TO USING SMART4PM PERFORMANCE MANAGEMENT SOFTWARE, OUR PERFORMANCE MANAGEMENT PROCESS WAS CUMBERSOME, TIME CONSUMING, AND GENERALLY VIEWED AS A BURDEN.”

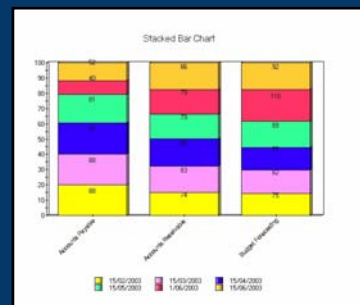
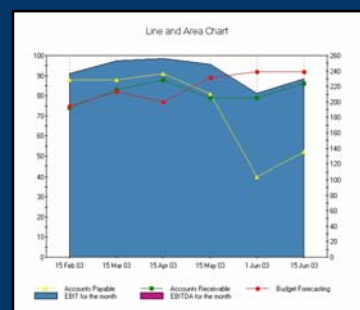
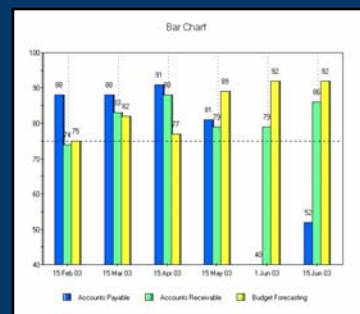
FLIGHT LIEUTENANT, KYLIE ROUHAN  
OFFICER IN CHARGE, PREPAREDNESS AND PERFORMANCE MANGAMENT,  
MARITIME PATROL SYSTEMS PROGRAM OFFICE  
ROYAL AUSTRALIAN AIR FORCE BASE, EDINBURGH, SA

Modern businesses must cope with ever-increasing complexity, changing markets and dynamically changing rules. To survive and thrive they must have a vision that clearly communicated throughout the whole organization that supports strategies for sustainable competitive advantage, SMART4PM is a Performance Management application that supports implementations of the proven Balance Scorecard methodology and others including Total Quality management and ISO Certification.

Originally developed under the rigors demands and criteria for Defence applications in 1997, SMART4PM has since been fully commercialized and is seeing strong demand across a broad range of commercial implementations in both small and large enterprise companies.

Integration with oragnisation’s existing legacy systems is critical. SMART4PM retrieves data from almost any data source. This eliminates the tedious task of manually updating performance data, which already exists or from previously produced reams of paper.

Reports display results in numerous different ways by using the superior graphing functionality:



- Combination and dual axis graphs are available (line and bar, line and area etc.);
- Previous period (month, quarter, year etc) to current period comparison



## Features

Provides a centralized system for entry, coordination and reporting of progress and performance information and data.

Allows for both quantitative and qualitative measurement and provides a powerful workflow management tool in a single comprehensive Performance Management system. This improves the efficiency of data collection, reporting and the communication of the results and actions surrounding the,.

Ability to allocate specific actions and tasks to responsible officers

Qualitative comments can be made at all levels of reporting and those comments can be vetted, summarized for management reporting purposes. This is a big advantage over the traditional "spreadsheet" based solutions

Intuitive interface

Provides the user with significant flexibility and increased utility.

Totally web driven, reducing administrative overheads

Easily deployed through all levels of the Organisation

Able to integrate with other applications or data sources

A best-value procurement decision

Ability to expand in line with organisational needs

Potential to reduce infrastructure cost with the Application Service Provider (ASP) model

## Benefits

Greatly reduce the cost and time of measuring critical performance indicators

Empower management and employees with access to "real time" information

Rapidly respond to trends and ever changing circumstances to keep you ahead of the competition

Inspires a shared vision and constancy of purpose

Empowers employees and fosters teamwork, participation and motivation

Integrates with all your enterprise legacy or transactional systems

Users, through the on-line reports, have visibility of the data they provide as it passes through the Organisation

An effective tool for managing business activities at the business unit level.

Managers are able to create, assign and receive periodic reports against a range of tasks for their particular business unit

An effective tool for demonstrating the benefits of initiatives made in the form of reform or efficiency programs at the divisional level

The Organisation will have a means to capture critical information. This information would then be used to streamline operations and make adjustments in long-term planning to improve the overall performance of the Organisation

Access to information through a range of reports useful to all levels of management.

Users require minimal training to use the system, which can be mastered in a short space of time

## What do users of SMART4PM think of our solution?

“Prior to using SMART4PM Performance Management Software, our Performance Management process was cumbersome, time consuming , and generally viewed as a burden.



SMART4PM has streamlined our processes such that it is now integral to our Performance Management system. It is user-friendly enough to use in PM forums, with results and analysis available for all to see, and its functionality enables multiple business units to report that same information to a central area simply and efficiently.

At MPSPO, SMART4PM has assisted management in developing a PM culture now that the reporting process no longer takes more effort than the results warrant.

Prior to SMART4PM, we used twice as much time, reams more paper, and far more people power. SMART4PM has been crucial in ensuring that PM is an embedded and accepted part of everyday business.”

Flight Lieutenant, Kylie Rouhan

Officer in Charge, Preparedness and Performance Management

Maritime Patrol Systems Program Office Royal Australian Air Force Base, Edinburgh, SA

Performance Over Time Report											
Scorecard:	ABC Corporation										
Perspective:	ABC 2 - Customer Satisfaction										
Report Type:	Measure										
From:	1 Jan 2003										
To:	1 Jun 2003										
Ok											
Report Date	1/1/2003	15/1/2003	1/2/2003	15/2/2003	1/3/2003	15/3/2003	1/4/2003	15/4/2003	1/5/2003	15/5/2003	1/6/2003
ABC 2	Customer Satisfaction										
ABC 2.1	Increase customer retention										
ABC 2.1.1	Customer satisfaction										
Rating	G	G	Y	G	Y	Y	G	R	G	R	Y
ABC 2.1.2	No. of customer complaints										
Rating	G	G	R	Y	Y	R	G	Y	Y	Y	R
ABC 2.2	Improve communication										
ABC 2.2.1	Number of meetings held										
Rating	G	R	G	R	Y	Y	G	Y	R	R	G
ABC 2.2.2	Number of workshops held										
Rating	R	Y	R	G	Y	G	G	Y	G	Y	R

- Visual
- Intuitive
- Flexible
- Drag and drop
- Real-time
- Central or distributed

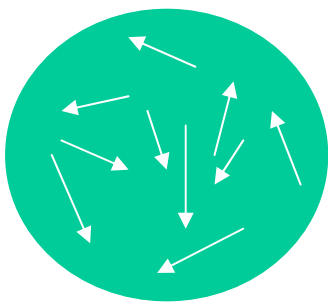
Perspective	Objective	Measure	Target	Result	Traffic Light	Comments
ABC 1 - Financial	ABC 1.1 - Increase profit by 20%	ABC 1.1.1 - EBIT for the month		75.00	Y	This is an improvement on last month.
		ABC 1.1.2 - Profit for the month		89.00	G	Overdue payments from last month enhanced this figure.
		ABC 1.1.3 - New leads generated	20 new clients per month	5.00	R	Improvement required, this is well below the target figure. Please make an effort to follow up on any possible leads for the next month.
	ABC 1.2 - Reduce cost by 6%	ABC 1.2.1 - Current costs	< 6%	22.00	R	Remedial action is in place in order to raise results for this KPI. The additional costs were caused by early payment for stock and will be resolved by next month.
ABC 2 - Customer Satisfaction	ABC 2.1 - Increase customer retention	ABC 2.1.1 - Customer satisfaction	90%	92.00	G	Once again, our rate of customer satisfaction is high. The aim for next month is 100%.
		ABC 2.1.2 - No. of customer complaints	< 10%	8.00	G	There has been a huge improvement in the level of complaints recorded for this month - under the target which is most pleasing.
	ABC 2.2 - Improve communication	ABC 2.2.1 - No. of meetings held	4	100.00	G	Required no. of meetings were held.
		ABC 2.2.2 - Number of workshops held	4	1.00	R	A minimum of 4 workshops per month should be held in order to improve communication and performance. One per month is not acceptable, however please note that many staff were away at the start of Jan.



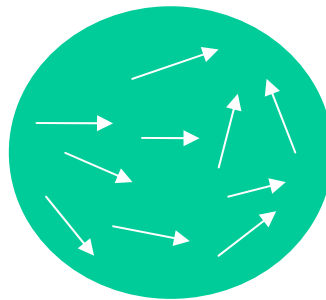
**Executive Overview**

The collective critical success factor for an organisation to realise its strategic objectives is the communication, alignment and day-to-day execution of all related activities. The performance in meeting these objectives by all of the participants; the Board, executive, management, staff, contractors or suppliers must be monitored regularly. Put simply - **What Gets Measured Gets Done!**

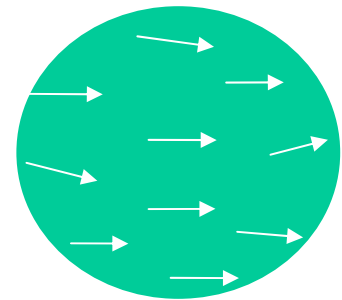
**Business Planning Cycle**



**Corporate Divergence**



**Corporate Alignment**



**Corporate Performance**

**Define the Direction**

- Discuss Strategy
- Critical Success Factors
- Plan

**Communicate the plan**

- Mission and Vision
- Goals
- Objectives
- KPI's and SLA's

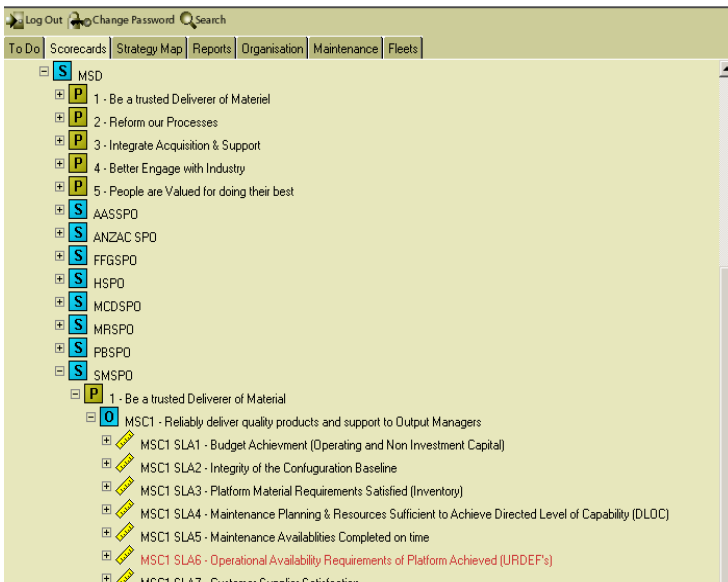
**Keep the Strategy Alive**

- Clear Goals
- Good Communication
- Act on Facts
- Measure Performance
- Focus on Improvement

**Alignment of the Staff with the Vision = Performance**

**How do we use it?**

**Linkage of objective to perspective**



- Scorecard
- Perspective
- Objective
- Group Measure
- Measure

## Information Technology In Brief

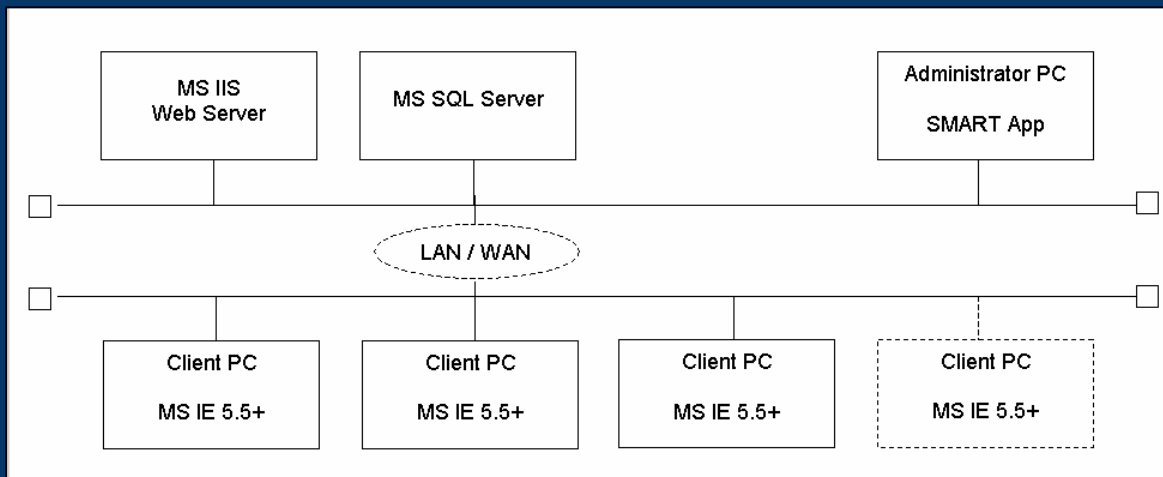
The SMART4PM solution, a web driven application, has all its data and logic residing centrally, significantly reducing any client-side requirements. The data collected resides in a MS SQL Server. The SMART4PM graphing engine resides on the Web Server where graphs can be cached for improved client-side performance.

## Security

SMART4PM has a comprehensive and robust security module. It ensures only authorized users have access to specific areas of the application required to perform their function but nothing else.

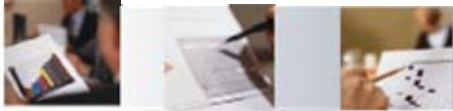
SQL database is secured via NT authentication. Therefore a specific NT user is granted access to the database as a valid user of the application, protecting the database against direct access from other application tools or end-user

The following network diagram illustrates the ease of management:



## SMART4PM System Requirements

Web Server	Database Server	Client Workstation
Windows 200 Server or later	Windows 2000 Server or later	Windows 98 or later
MS Internet Information Server 4.0 (IIS 4.0)	MS SQL Server 2000 Service pack 3	MS Internet Explorer Version 5.5 or higher
SA FileUp Version 3.1.1 or later		
Jet 4.0 SP3 or later		
MS XML 4.0		
Component One Chart 8.0		
MDAC 2.7		



## Company Profile

Established in 1993, Ocean Software designs and supplies world-class solutions for Coastguard and Maritime Surveillance and Squadron Operations and Training Management.



Ocean has a strong and experienced team of specialist staff, many with national and international Defence Operational expertise.

The company possess a wealth of experience in Operations Management processes, particularly sea, air and land domains.

Australian-based with a Melbourne head office, Ocean Software has an international presence, with offices in the United Kingdom and North America.

## Key Strengths

- Proven “Commercial off the shelf solutions”
- Technologically advanced, cost effective solutions
- Proven track record in delivery of international military projects
- Solutions reduce customers costs and improve operating efficiencies
- High level of R&D ensures clients remain at the forefront of best practice
- Responsive support of international Military clients on a 24 x 7 basis
- ISO 9001-2000 accreditation for quality processes and procedures

## Quality Accreditation



**Quality  
Endorsed  
Company**  
ISO 9001 Lic14624  
SAI Global





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