

Bringing Your Business Together Through Analytics

OperationsPro® is a software solution for planning, implementing, measuring, and improving processes for businesses with complex service offerings.

OperationsPro® allows the operations managers to model all types of processes and by entering a minimum amount of data (tasks, interval of each task, resource types associated with tasks, linkages between tasks, probability of task occurring), the system provides unit cost calculation for each individual task, completed activity, and overall operations.

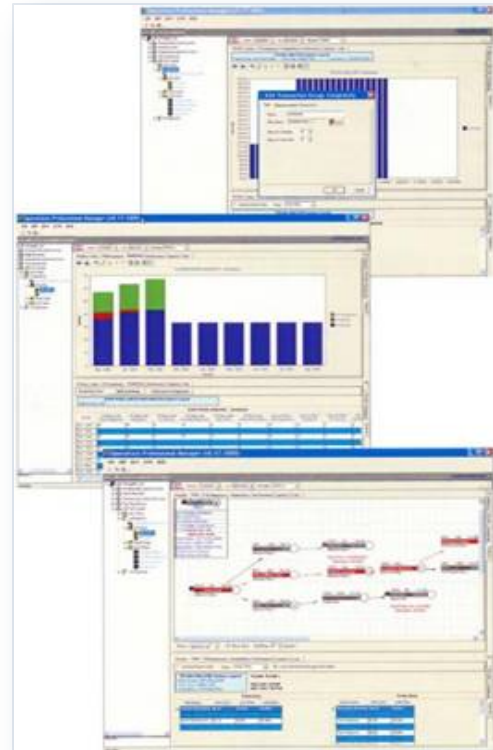
Inputting additional data elements such as projected capital expenditures, current headcount levels, support resource ratios to subordinates, and projected number of transactions handled by operations, the system will yield projections for Operations Budget, Operations Headcount, Capacity, Performance, Overtime Allocation, and Temporary Employees.

OperationsPro® offers the following benefits:

- Easy to use
- Transforms operational data into decision making information
- Creates common platform for communications between operational and support staffs
- Transforms operations into best in class
- Standardizes operations and focuses on business value and return on investment
- Facilitates Root Cause Analysis, Trending Analysis and ROI Business Cases

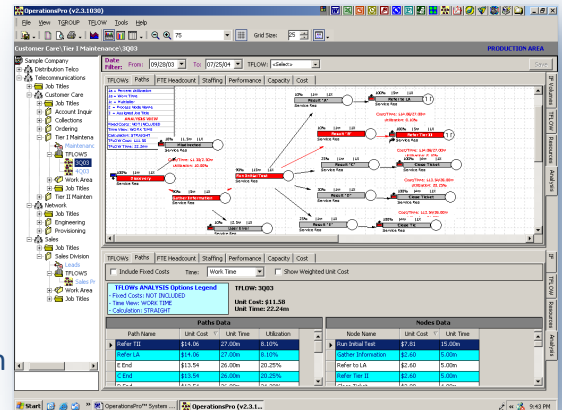
With **OperationsPro®** you can integrate all the analytical activities in your business, both within and between departments. Instead of having too much or inconsistent data, everyone will have at their fingertips enabling technology that will increase operational productivity and effectiveness. And, all this is both affordable and truly easy to use. **OperationsPro®** products are ISO 9000 (9001/2/3) compliant and recommended for Sarbanes-Oxley legislation compliance programs.

Finally, you can cut through the high volumes of meaningless data and get rid of the dependency your organization has developed for custom spreadsheets. You can achieve the increases in operational throughput, efficiency and effectiveness that have been promised for years. And, at a level of simplicity and cost never before thought possible.



Feature Highlights

- Easy to use Analytics
- Analyze a Single Organization or an Entire Company
- Built for the Manager
- Eliminates Custom/Costly Spreadsheet Usage
- Fast ROI Analysis
- Quantify Technical Improvements, Process Changes, and Internal/External Chargebacks, quickly and easily
- Easy to use interface for quick customization and value realization
- Represents any number of levels in the organizational hierarchy
- Develop COST, QUALITY and THROUGHPUT projections for your business processes
- Easy representation of workflow/process steps for any operational unit
- Generates dashboard charts and graphs for presentation
- Utilize full range of Operations Management analytical tools featuring both graphical and tabular data displays
- Change workflows to reflect process changes and see the impact to unit cost, headcount and budget
- Track staff costs, and both direct and capital expenses
- Perform activity based costing and the more accurate operationalized costing
- Scale productivity for new hires to veteran employees
- View different analysis functions simultaneously in the graphics and tabular data panes



OperationsPro® Concepts

- Company – The highest level
- Operations Group (OGROUP) – Used to represent various business units within the company. A company can have multiple OGROUPs
- Transaction Group (TGROUP) – Used to represent the actual operation environments where the processes are executed. OGROUPs can have multiple TGROUPs
- Distribution Group (DGROUP) – Used to represent transaction distributions that does not incur resource costs (for example, an IVR system). At the same level as a TGROUP
- Transaction Flow Diagram (TFLOW) – Used to depict the operations' process flow. It represents a snapshot of the interaction of people, process, and technology in time. TGROUPs and DGROUPs can have multiple TFLOW

