

Technology Brochure



Business Performance Intelligence Technology for the 21st Century

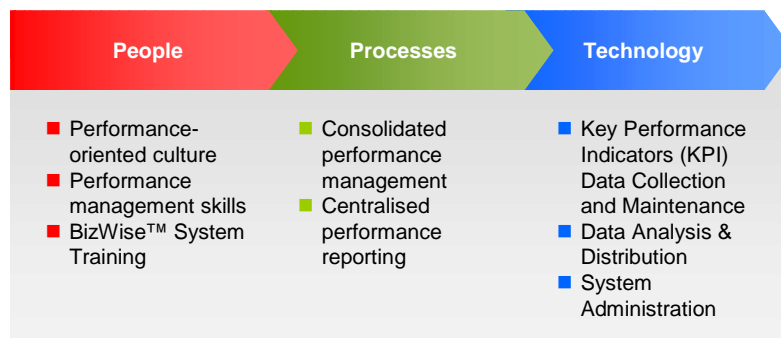


BizWise™
Performance Intelligence
Technology Overview

World-Class Business Performance Intelligence Solutions for
Smart Organizations



BizWise™ is an integrated set of technology and business services designed to enable organizations to introduce an integrated business performance management (BPM) system.



BizWise™ introduces a new and powerful technology platform that is designed to ease the complexity of collecting, analysing and distributing performance information across an organization.

This brochure highlights how **BizWise™** enables an integrated performance management system, and details the various features of the technology.

1. Performance Management

Performance management is a closed-loop process designed to improve the operational performance of an organization, which is ultimately measured in improved efficiencies (i.e. lower costs and improved speed to market), enhanced product and / or service quality, and higher levels of profitability.

The principal objective of performance management is to identify areas of improvement and monitor progress towards set performance objectives.

Before implementing **BizWise™**, most clients possess financial and operational information - some of which allows management to identify performance issues. This information is usually derived from accounting systems, internal analysis performed by departments, etc. and is distributed to decision-makers via periodic or ad-hoc management reports.

However, most organizations do not have:

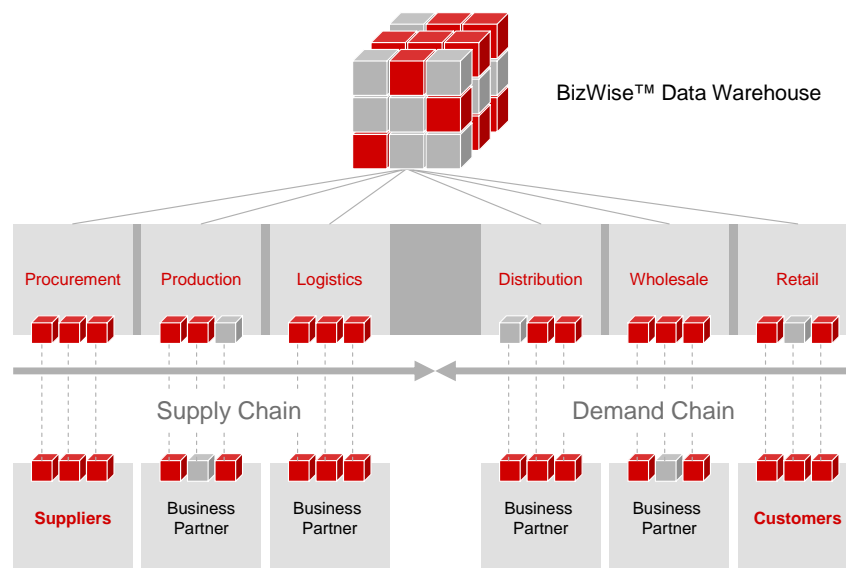
- A standardized set of key performance indicators (KPIs) that complies with global standards (i.e. Balanced Scorecard and Six Sigma performance management methodologies)
- A centralized and efficient method by which performance information is collected, analysed and distributed
- An effective means by which the frequent collection of performance data is automated, which results in a more 'real-time' view of performance for decision-makers
- A centralized and effective means of accessing performance information at anytime, anywhere and 'on demand'

BizWise™ allows your organization to acquire all of the above capabilities, resulting in:

- A centralized and highly efficient means of decision-makers being able to access timely, relevant and actionable performance information
- Significantly lower operating costs in sustaining a world-class performance management competence
- A performance-oriented operating environment that promotes increasing levels of individual accountability

In addition, **BizWise™** introduces an innovative feature called '**Collaborative Performance Management**'. This allows you to include the performance of your business partners (suppliers, customers, etc.) into your organization's performance management system.

This is enabled via Internet-based technology that allows you to benchmark the effectiveness of your business partners both upstream and downstream your organization's value chain.



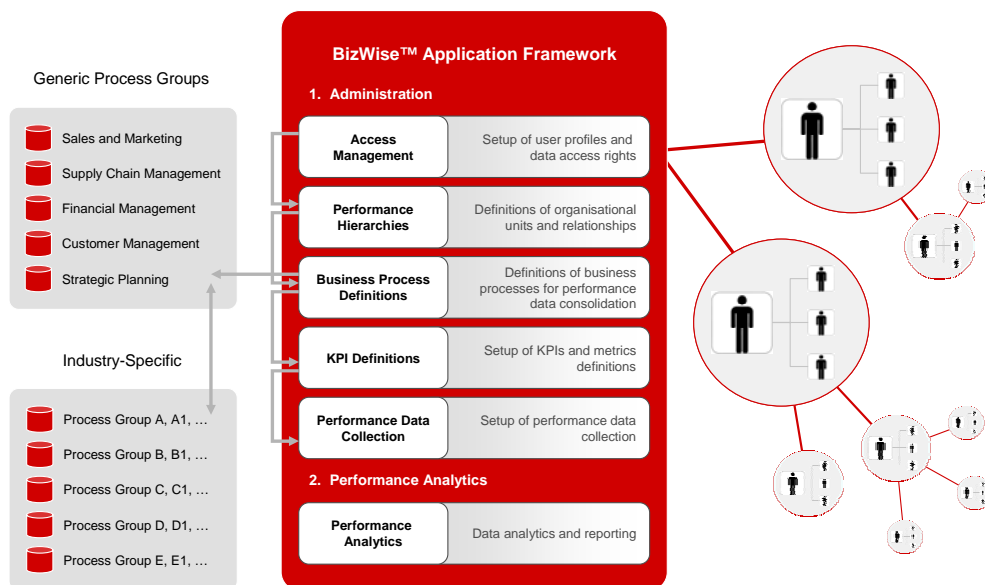
What this means is that you as the decision maker are able to analyse the performance of your business partners relative to interdependent business processes of your own organization. For an example, supplier performance is interdependent with the performance of your purchasing / procurement business function.

In better understanding both dimensions your organization can then make better informed decisions how performance can be improved in both directions.

This is currently a capability only offered by the BizWise™ technology platform (patents pending) – no other competitive offering has yet achieved to provide an integrated value chain view of performance.

2. Technology Architecture

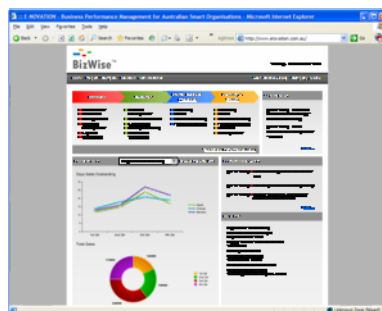
The architecture of **BizWise™** ensures that you implement a solution that is scalable and highly adaptive to meet your future needs.



Some of the unique technological capabilities of BizWise™ include:

- Fully Java (J2EE) based and certified
- PKI-based security architecture (Verisign©) featuring US military-grade user access security
- Enterprise-scale user management
- High performance business data collection, analysis and distribution
- Fully web-based, accessible via Internet-attached devices 'on demand'

BizWise™ users access all performance information via the web-based **BizWise™** performance portal:



3. Technology Applications

Customers principally choose **BizWise™** because they want to introduce an effective performance management system.

They want to better understand how they perform internally and in reference to the broader market on an ongoing basis, allowing them to improve their performance over time.

They want an integrated system that can resolve the complexity and ongoing maintenance demands of sustaining a performance-oriented operating culture.

Some case examples include:

- Organizations that want to introduce standardized performance management methodologies, enabled with technology
- Organizations that want to enable a process by which multiple organizations contribute performance information into a centralised data store for comparison purposes. This allows customers to monitor the performance of:
 - Franchise networks
 - Hospitals and health care providers
 - Government departments
 - Regional sales offices and / or subsidiaries
 - Supplier networks
 - Distributors and Logistics providers
 - Etc.
- Organizations that need to introduce more effective ways of distributing performance information to decision-makers
- Organizations that want to reduce the manual effort in developing paper-based management reports in adopting an electronic system that allows managers to access performance information 'on demand'

4. Performance Data Management

Performance data is retrieved and subsequently stored by **BizWise™**, subject to your specific needs in terms of reporting structures, via the following means:

- Email-based workflow (**BizWise™** automatically collects performance data via online web-based forms from your staff or business partners via email)
- Direct data entry into **BizWise™** (authorised users can enter performance data online)
- XML (data is retrieved periodically and fully automated from your backoffice systems, such as ERP and accounting systems, etc.)
- Web Service (data is retrieved via the Internet from third party systems)

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The Internet Benchmark Exchange™, BizWise™ and Collaborative Benchmarking™ methods and technological solution design blueprints are subject to a patent (pending) lodged end 2002.

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