



Performance Management



Supports corporate efforts towards cost savings and operational improvement.

Meet Your Most Powerful Tool

Key Performance Indicators and Service Level Agreements

BearTracks Performance Management supports corporate efforts towards cost savings and continuous operational improvement. The metrics collected as part of normal work processes are used to analyze performance against specific Key Performance Indicators (KPIs). These KPIs can be uniquely configured for each location and function/process, and then analyzed based on target criteria. KPI analysis provides the basis for evaluating

compliance with broader Service Level Agreements (SLAs), the results of which can be exported to rollup tools for balanced scorecard analysis. BearTracks Performance Management provides a powerful tool set to help improve operational performance, optimize resource utilization, better negotiate and administer outsourcing contracts, and demonstrate superior service delivery.



Major Uses

BearTracks Performance Management analyzes data collected by BearTracks workplace services modules to compare actual results against objectives stated in the form of business rules.

- Manage outsourced service providers to SLA- based contracts, and negotiate better contracts based on the actual results obtained.
- Use proactive performance management to avoid lapses by flagging upcoming deadlines in real time.
- Optimize resource utilization while still achieving mandated service levels.
- Issue an internal report card based on accurate, timely, and objective data.
- Answer “How well did we do at meeting our service level commitments?”
- Practice “management by exception” to find & correct deficiencies and bottlenecks that impact performance.



Advanced Reporting Capabilities

BUSINESS RULES

Define SLAs & KPIs via XML-based rules, globally or for specific processes and locations. Each KPI corresponds to a specific performance measure to be evaluated against a stated target. KPIs can be weighted for rollup into results for parent SLAs.

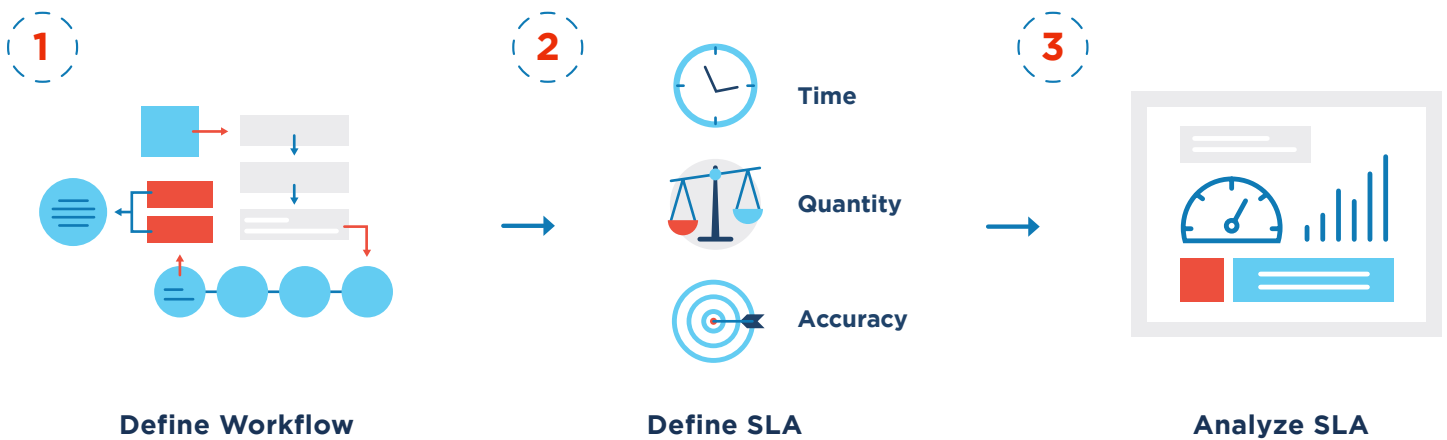
DRILLDOWN/ROLLUP

View top-level reporting of overall SLA compliance & percentages. Drill down up to three levels: individual KPIs, the list of items measured by the KPI, or detail for those items. Roll up SLA results by exporting to third-party tools for balanced scorecard analysis.

ANALYSIS

Group items via a wide range of parameters for KPI purposes (e.g., priority, carrier, category, delivery location and more for parcels). Time-based KPIs can use elapsed clock time, elapsed business time (incorporating work hours, weekends and holidays per site), or fixed time-of-day deadlines. Measure between any two points in a process (not just begin/end) according to flexible event definitions (e.g., task in process vs. task completed).

COMPLETE VISIBILITY ACROSS THE WORKPLACE





Continuous Workplace Improvement

The Bear Difference

GET SMARTER AT EVERY STEP

BearTracks expertly picks up the trail YOU need to track, follows the flow of information seamlessly across one site or multiple sites, captures it in a friendly, easy to use format, and puts it right at your fingertips.

We make collaboration across the entire workplace a breeze. No matter what you need to talk to.

WHAT'S NOT TO LOVE ABOUT THAT?

