

TRM MetricsManager™

- Find opportunities for improvement across your organization
- Determine and measure business activities that drive value
- Measure and view performance at any level across your enterprise
- Determine and communicate strategy and success metrics
- Clarify and build consensus; motivate and align behavior
- Capture, organize, view, track, analyze and communicate key performance indicators (KPIs)

How do you know what's important to managing your business?

Identifying and developing the right metrics to measure your performance is the only way to know that you're doing 'the right things', 'the right way'.

Total Resource Management, Inc. (TRM) understands how critical business performance management is to your success. We also know how complex, yet crucial, it is to define the right key performance indicators (KPIs) that will help you improve business processes and the performance of your assets and resources.

That's why we offer performance management consulting and KPI technology to support your business performance management and organizational success. TRM MetricsManager is a complete solution based on the Measure Network™ methodology and powered by WebCEO®, a KPI data collection and analysis tool.

Consulting Solutions Featuring the Measure Network Methodology

Performance management is much more than tracking data – it's part of your organizational transformation. Total Resource Management applies Measure Network – a proven process that determines how organizations create value for stakeholders and how they deliver that value – to help your company design and implement a complete performance measurement process that promotes continuous improvement throughout the organization.

Using the Measure Network, our management consultants will help your organization:

- Articulate its business strategy
- Identify the value that it delivers to stakeholders
- Identify the key processes that create that value
- Articulate the link between business processes and value creation
- Identify the KPIs that best measure business performance
- Implement a system to measure overall performance
- Analyze performance and track progress toward your goals

Our experienced consultants will guide you through the Measure Network methodology and analyze the findings. We'll help your organization better understand the activities that create stakeholder value. Working with you, we will focus your organization's KPIs on the key attributes of value creation and value delivery. We also will help you optimize your enterprise performance by:

- Providing managers with the power of information to address critical enterprise issues and find opportunities for improvement across the organization
- Providing employees with timely, easy-to-understand information about their performance in the form of clear, concise and easily communicated KPIs
- Enabling you to reduce costs and improve productivity by better allocating and coordinating scarce resources

TRM MetricsManager leverages your enterprise data and automates organizational and division-level performance reporting.

Development Cycle

To develop a value-focused measurement system, Total Resource Management provides services with a three-stage, iterative development cycle:

- **Design** – We offer training and consulting services to help your team define value components, map processes, determine key process characteristics, describe critical relationships and identify performance measures.
- **Execute** – We assist with defining and capturing enterprise data, calculating results and communicating performance information in a timely manner to managers who need it.
- **Analyze** – We evaluate the effectiveness of existing metrics and ensure that your measurement system will be adaptable as your business circumstances and mission changes.

Total Resource Management's Value Impact

YOUR CONCERNS	OUR SOLUTIONS
Difficulty visualizing performance issues across your enterprise and identification of the specific areas that need to be addressed.	TRM's MetricsManager services help you define what metrics are needed to understand both overall and divisional performance.
More time and effort is spent on data validity and availability than actual decision-making based on that data.	TRM's consultants will help you identify your data sources and enable automatic data collection – allowing for better decision making.
Difficulties determining which metrics actually depict the activities that affect performance – and misdirecting your scarce resources.	TRM uses the Measure Network process to help you identify the value-producing activities that drive appropriate corrective or reinforcement activities.
Fragmented reporting structures that define KPIs at various levels – the metrics are often mismatched across divisions and don't tell the same story.	TRM's MetricsManager workshop helps you define divisional and enterprise-level KPIs using consistent data sources.
You realize organizational performance could be better, but don't know how – and you know decisions are based on subjective reasoning.	TRM MetricsManager services are based on objective data that zeroes in on the root causes of performance. We offer a collection of pre-defined industry KPIs and help you build customized KPIs.
Reporting is a complex and often ad-hoc process, and performance cannot be tracked over time.	TRM MetricsManager provides performance reports automatically based on your required frequency, and displays your reports in a graphic-rich environment.
Performance management systems seem good in theory, but become just another IT expense when you don't know which activities drive value or how to measure these activities.	TRM MetricsManager is different because it combines a process to determine the KPIs and technology tools that enable your organization to improve its performance and achieve strategic objectives, including increased worker productivity, ROI or decreased costs.

A Complete Solution Powered by WebCEO® Technology

WebCEO

TRM's MetricsManager solution is powered by WebCEO, a browser-based performance measurement and reporting tool that communicates information in near real-time using a graphics-rich presentation interface. It supports the Measure Network process by leveraging your enterprise data and allowing you to easily monitor your organization's overall performance and identify specific areas for improvement.

WebCEO Features Include:

- Powerful, graphic-rich performance measurement and enterprise reporting
- High-speed data discovery and analysis, including data dimensions such as time, organizational unit and location
- Data visualization, including trends, ranking, interactive maps, a variety of different dashboards and slide shows
- Real-time alerts, exception reporting and balanced scorecards
- Enterprise data mining and reporting, including dynamic comparisons of KPIs throughout your organization

- The ability to import query results into "live" slideshows and "same period last year" data comparisons
- A single access point and analytical capabilities to data from multiple, disparate data sources
- Smart caching for speed and performance
- Data export to common formats such as Microsoft Excel®, Microsoft Access® and Adobe PDF®

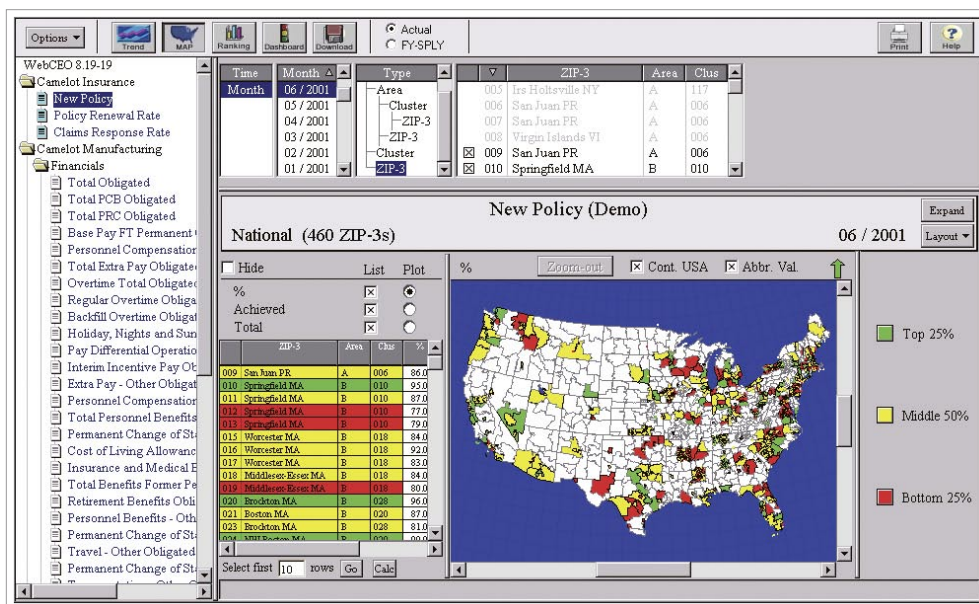
Full KPI Support

TRM MetricsManager's purchase price includes a Measure Network workshop, WebCEO, the full maintenance package for the first year, in addition to data identification services (what data is needed and where it's located) and KPI development. We offer a collection of pre-defined industry KPIs in addition to collaboratively determining customized KPIs for your organization. You will know what performance measures are needed, and you'll be able to choose how you want to view your KPIs as well as when your KPIs should be updated.

Implementation and training also are part of TRM's MetricsManager services. Not only do we provide the methodology, KPI technology, but we ensure that the system is implemented effectively and your staff is trained to get the most value from the tool.

Data Mining

Retrieving data from many production and financial applications is a very complex and time-consuming process. Many organizations spend more time and effort trying to identify and collect data than they do analyzing the data and using it to improve performance. With WebCEO, you can get to the core data that runs your business with a single click of a mouse.



The WebCEO screen is divided into four key areas as shown here:

- KPI Indicator Tree
- Data Display Area
- Data Dimension Panel
- Function Panel

KPI Display

You can analyze organizational performance using easy-to-understand, intuitive format displays that include trends, rankings, dashboards and maps. User-selected data displays can be saved in a slideshow and used for ongoing reporting. While the format of the template won't change, it will automatically update with current KPI data.

KPI Reports

TRM MetricsManager can help you track the KPIs that drive business results. You can customize KPI reports according to the desired data dimensions (time, location, organization unit, etc.) and how you want to view the results.

Data Warehouse

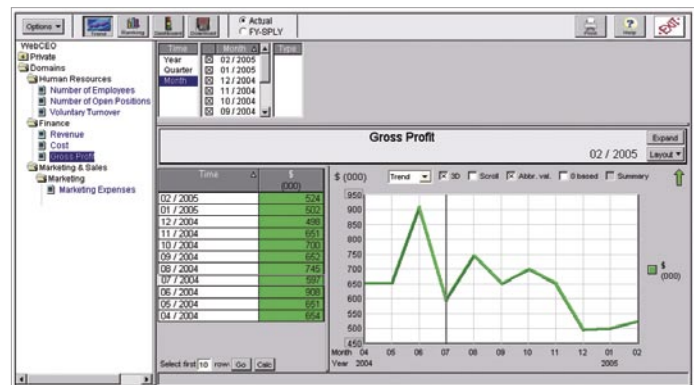
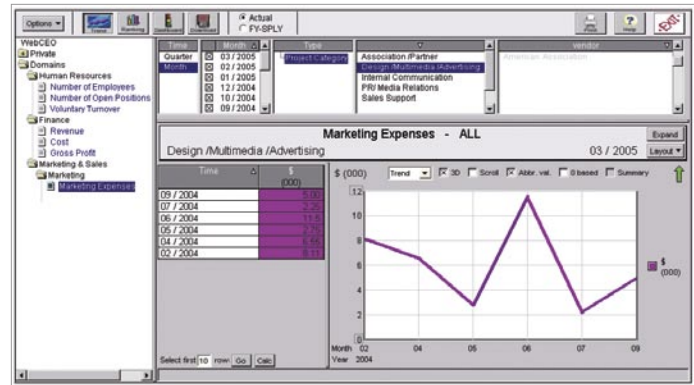
The source for WebCEO reports is a data warehouse that is populated at regular intervals from the relational databases supporting your various enterprise applications, including Maximo®, Oracle® or SQL® server.

Flexible Functionality

WebCEO is a fully web-based tool with low bandwidth requirements and smart caching for fast performance. It's easily configurable and easily scalable, performing well regardless of the number of users or amount of data.

Find Out More

To find out more about our performance management consulting services and technology solutions, or any other Total Resource Management product or service, call 877-548-5100 or visit our website at www.trmnet.com.



Analyze performance and track progress toward your goals.