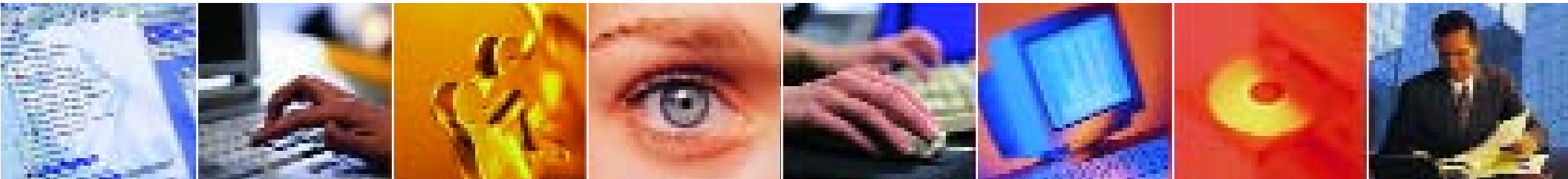


myViewpoint

White Paper



The Compelling Case for Enterprise Wide Business Intelligence

2nd Edition, January 2004

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The Quantum VS compelling case series

unlock the
power & value
hidden within your back-office solution

The compelling case for Business Intelligence

This white paper discusses the compelling case for an enterprise wide Business Intelligence & Decision Support solution.

In today's fast-paced business environment, access to the right information at the right time is critical. Users need to collaborate and share information in a variety of formats and presentational displays.

Quantum VS myViewpoint is an easily implemented and cost effective capability for the establishment of a fact-based knowledge foundation, enabling timely management decision-making across the enterprise, delivering business knowledge to wherever the manager is.

In September 1996 the world-renowned American research group, Gartner Inc., first coined the phrase Business Intelligence, which it defined as *'the conversion of raw data into information and from information into business knowledge'*.

Today's fiercely competitive business environment demands that corporate IT systems meet the operational requirements of business managers, automatically delivering personalized, fact-based business knowledge to their desktops in a form that empowers and enables them to take action quickly and decisively.

The huge quantities of raw transaction data created as a function of the day-to-day operation of sophisticated front and back-office systems continues to grow. This reservoir of raw corporate data embodies tremendous business and management value when turned into powerful fact-based knowledge - Business Intelligence. The days are now gone when a business manager had to ask the IT department for a particular report, only to be advised that, *'it will take a number of days to produce'*, by which time its value would be severely diminished.

The need, therefore, is to unlock the power and value hidden within the huge quantities of raw corporate data, both current and historical, created as a result of the day-to-day operation of existing sophisticated front and back-office systems.

As the economy tightens and businesses strive to maintain margins, business managers need to take timely decisions. They must have absolute confidence in the Business Intelligence automatically delivered to them and it must be delivered in a timely manner.

Taking advantage of this tremendous business value, hidden within this reservoir of corporate data, and delivering that value to business managers immediately, with a consistent view of business operations when compared with key business metrics has, until now, been an expensive IT *'data cleansing'* and *'data warehousing'* task. Many businesses have either struggled with data warehousing projects or just not entertained the project cost implications, or the Return On Investment (ROI) calculation failed.

In the past twenty years sophisticated application software solutions have been implemented, improving operational business processes, but this investment has failed to address the managers need for consistent, personalized, fact-based Business Intelligence, automatically delivered to their desktops, in a form necessary for sound, confident and timely business decisions to be taken.

How often are lengthy and insensitive computer generated reports produced, which sit on desks and through which managers have to wade, or are never read, simply

because the knowledge content is not presented in a form which can be easily assimilated or is relevant when compared with the essential business metrics, personal to that manager?

Effective business planning and business performance management against plan means knowing the right questions to ask, having the facts readily at hand with which to answer them and having those facts compared, before their delivery, with pre-defined business metrics and personalized individual manager metrics.

The immediate task is, therefore, the creation of an information knowledge environment at a low cost to the business, where the ROI can be achieved in a matter of days or weeks, delivering to the business managers a common understanding and view of company operations and its performance. Business Intelligence facilitates this process and in so doing provides the basic language of the organization, the particular dialect that unifies the business, aligning peoples efforts to outperform the competition.

Wholly relevant Business Intelligence must be delivered automatically to the individual business managers desktop, alerting when the intelligence falls outside his/her personal pre-determined business metrics, and in a form that permits the drill-down to the offending transaction groups or the individual offending transaction.

Business Intelligence not only connects the manager to the business, but also;

- creates a knowledge environment that makes it easy for the business manager to assimilate the information knowledge they need in the context of their day-to-day operational responsibilities.
- provides an immediately available and accessible means of analyzing the business operations, getting easily to the heart of exceptions and trends.
- offers a reliable focused measure of how well the business is performing, empowering business managers, at all levels, with access to the information knowledge that connects them to their sphere of responsibility in ways that enables them to make timely fact-based decisions, driving superior business performance.

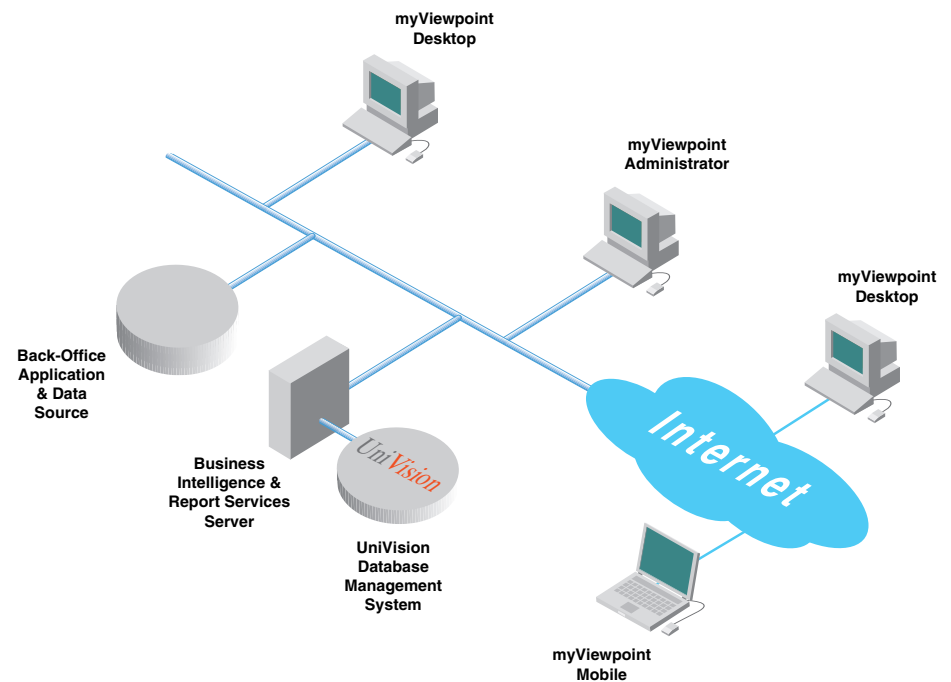
Designed for the whole enterprise, the Quantum VS myViewpoint Business Intelligence and Decision Support solution creates a fact-based knowledge environment from the huge reservoir of raw corporate data, making it personal and relevant to any and each business manager.

The Business Intelligence is consistently and automatically delivered to the manager, wherever located, via his desktop, graphically highlighting where personal pre-determined business metrics have been breached, providing at the click of a mouse button the drill-down capability to immediately render the offending group of transactions or individual transaction.

Quantum VS myViewpoint is easily implemented throughout the enterprise without **any** disruption to existing business systems and all at an affordable low cost, where the ROI can be measured and justified in a matter of days or weeks, not months or years.

Tough business questions can be answered and confident fact-based decisions that count can be made in a timely manner, based on knowledge to be trusted, creating the opportunity to improve overall business productivity, efficiency, customer service and profitability.

This is the compelling case for the implementation of the Quantum VS myViewpoint Business Intelligence and Decision Support solution, throughout your enterprise.



The need for Business Intelligence

A company's back-office system needs to deliver information fast. Systems should report on what has happened, what is happening and what will happen. Systems should have capabilities to answer the question 'why?', providing up-to-date performance data measured against pre-defined personalized business metrics and for essential business planning activities. The information should be immediately available and based upon the business conducted today - not just last quarter or last month or even last week.

The challenge for IT executives is not only to deliver solid front and back-office system performance through tight business process implementation, but also to broaden their vision and create value for business managers. Businesses compete in a global market and decision-makers face many complex questions everyday.

This new reality has been grasped by many achieving competitive business differentiation through the innovative use of IT, that adds value, by partnering with and satisfying their 'internal customer' base.

Effectively managing the performance of the business means having facts readily at hand with which to answer complex questions. This is what Business Intelligence (BI) delivers;

- BI connects managers to the business.

- It creates a knowledge environment that makes it easy for them to immediately access information knowledge they need in the context of their day-to-day operational activities.
- BI provides an accessible means of analyzing the business and getting to the core of what lies behind trends and 'off performance', delivering a reliable, focused measure of how well each element of the business is actually performing.

For all organizations, the most important task is the creation of a fact-based knowledge environment. The raw data already exists in the back-office system. By transforming it into knowledge, Business Intelligence provides the basic 'corporate language' of the organization; the particular dialect that unifies the business, aligning managers' efforts to outperform the competition.

IT must think in terms of being a revenue generator by pro-actively identifying and acting upon opportunities to accelerate business strategy, where making a difference has value, and by understanding the strategies of its 'internal customers'.

Refined and personalized Business Intelligence is the vital element in facilitating measurement of corporate and individual manager goals.



Business Intelligence and decision support strategy

A Business Intelligence and decision support strategy is not the latest business IT fad; it is the essential ingredient in any successful organization. In its broadest sense BI is a user-centric process that includes delivering continuously and consistently to managers, current knowledge about their businesses performance, enabling them to become more responsive. Up-to-date knowledge is used to make informed decisions. BI utilises a range of technologies, which unlock the knowledge value hidden in the huge corporate data reservoir generated from day-to-day transaction processing. The overall objectives of BI are to improve planning, productivity, service quality and profitability by converting these huge quantities of raw corporate data into easily comprehended business knowledge for effective business management, in direct support of the business strategy.

The application of BI technology includes the activities of decision support, query and reporting, online analytical processing (OLAP), statistical analysis, forecasting, trend analysis and comprehensive data mining.

Business Intelligence implementations are:

- Mission-critical and integral to the enterprise's business strategy.
- Enterprise-wide, local to a division, department or project.

- Centrally initiated and driven by 'internal customer' demand.

The term Business Intelligence was first used in September 1996, when the Gartner Group report said:

"By 2000, Information Democracy will emerge in forward-thinking enterprises, with Business Intelligence information and applications available broadly to employees, consultants, customers, suppliers, and the public.

The key to thriving in a competitive marketplace is staying ahead of the competition.

Making sound business decisions based on accurate and current information takes more than intuition.

Data analysis, reporting, and query tools can help business users wade through a sea of data to synthesize valuable knowledge from them - today these tools collectively fall into a category called Business Intelligence".

In considering a Business Intelligence strategy it is necessary to look at its crucial elements, which are Pro-active Monitoring, Interpretation and Investigation.

- Pro-active Monitoring is achieved by the automatic delivery of consistent Business Intelligence which has already been compared with pre-determined business metrics.
- Interpretation is achieved through the immediate identification of exceptions.
- and Investigation is achieved by the simultaneous delivery of the supporting information relevant to those exceptions.

With its unique combination of features, Quantum VS myViewpoint delivers this power in an intuitive and easy-to-use low cost package, which is implemented without any disruption to existing business systems, unlocking and transforming the tremendous hidden value embedded in your existing reservoir of raw corporate data.

Companies now recognize that a clear Business Intelligence strategy must address:

- Relevant information for timely decision making.
- Smarter marketing and targeting.
- Understanding of business trends.
- Optimization of existing resources.
- Support for new initiatives.

- Business differentiation & competitive edge.
- Improving quality of services.
- Support for business transformation.
- Understanding of business risks.

In today's fast paced business world in which all businesses operate it is essential to respond to change, rapidly.

Immediate access to real time data is not enough in and of itself. It is now essential to have facilities that empower managers to quickly interpret data, thus transforming it into powerful operational knowledge enabling timely fact-based decisions to be taken, thereby maintaining pro-active business agility.

myViewpoint - the BI and decision support solution of choice

Designed as a pro-active Business Intelligence and Decision Support solution, Quantum VS myViewpoint provides a powerful tool-set permitting any raw data stored in the back-office application filing system to be expressed as Business Intelligence and rendered on the desktop in a form in which executives and senior managers are able to use for effective decision making, performance monitoring and organizational control activities. myViewpoint embodies powerful features and is intuitive in use, ensuring all managers are able to benefit from clear knowledge presentation.

Quantum VS myViewpoint harnesses the power of the UniVision™ Database Management System, pro-actively unlocking from the back-office system a complete, accurate, up-to-the-minute view of your business operations. UniVision's multi-dimensional database engine offers a host of powerful advanced features, delivering lightning fast data access through state of the art Prefix B+Tree indexing with concurrent modification. This power, combining raw back-office transaction data together with pre-defined business metrics parameters, transforms raw corporate data into decision-making knowledge, making Quantum VS myViewpoint the Business Intelligence & Decision Support solution of choice for existing installed application solution assets.

Transforming raw transaction data into refined Business Intelligence

Unlocking the tremendous hidden value and intelligence embedded in raw corporate data, Quantum VS myViewpoint automatically monitors and delivers to decision makers, focused, refined and personalized Business Intelligence. Automatically monitoring all this business critical data, it alerts decision makers to key business performance indicators falling outside pre-defined business metric parameters in an intuitive 'point and click' environment, enabling drill-down data mining to individual offending transaction groups or transactions.

Business Intelligence for critical decision making

Quantum VS myViewpoint delivers powerful tools for the monitoring of pre-defined key business performance metrics parameters, including those personal to an individual manager.

- Definition and maintenance of key business performance metrics.
- Automatic monitoring of business performance alert parameters.
- Automatic delivery of refined granularity BI exception reports.

- Creation of the 'Daily Business Close'.
- Enhances the quality and confidence levels in a managers' decision-making through tightly focused and highly refined BI.

Business Performance Alerts

The unique architectural design of Quantum VS myViewpoint, combined with 'push technology', automatically delivers consistent BI to the desktop, enabling decision makers to quickly evaluate business performance at a glance, through the use of an intuitive visualized traffic light signalling system.

Provided through 'Performance Alerts' most severe warnings at the child data level are highlighted at the parent data level and levels above. This pro-active facility produces a 'Red Alert' or 'Amber Alert' and is displayed when specific BI in a query falls outside user-definable parameters, thus indicating the need for investigation. The parameters used for these performance alerts are user-defined, system wide or personal. This capability permits each query to be tuned such that it is both relevant to each business manager and provides warnings at levels that are appropriate for a group of or all business managers.

Alerts can be automatically refreshed at login, when flagged to do so. Alternatively they may be refreshed on demand, query by query or for all queries.

'Performance Alerts' may be set for any output data in a query. Where the conditions of the comparison are not met then an 'Amber Alert' is shown for a Warning 'Performance Alert' and a 'Red Alert' is shown for a Serious 'Performance Alert'. If both types of 'Performance Alert' have been set then the 'Red Alert' takes precedence and is escalated to the parent data level and levels above.

This highly functional product feature combination makes Quantum VS myViewpoint pro-active in that a 'Performance Alert' notifies the user immediately that data in their back office application is outside acceptable limits and thus, requires investigation.

The style of the performance alert also informs the user of the level of urgency to apply to the investigation and permits drill-down or data mining to individual offending transaction level through linked queries.

Exceptionally powerful data mining

The Power of Drill-Down

Data mining operates on the principle that analyzing an aspect of any business begins with top-level knowledge and is followed by drilling down and mining the detailed transaction level data.

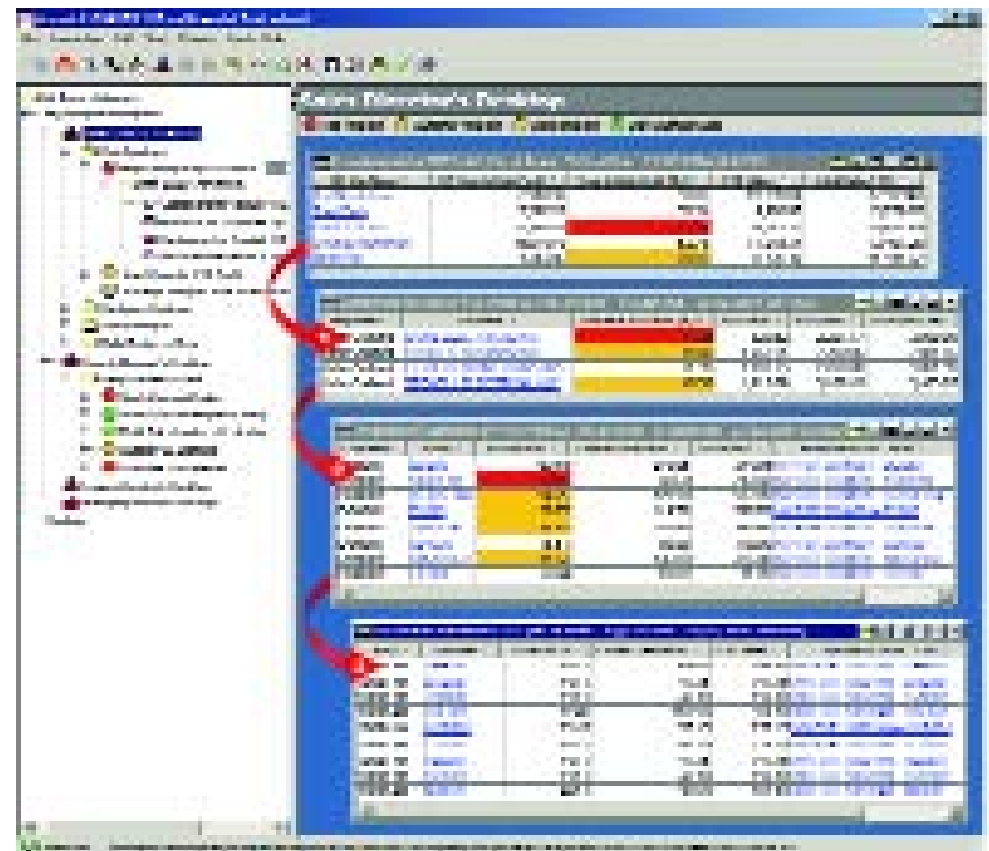
The drill-down facility passes user defined data to a linked query. This data is used as part of the data selection criteria for the linked drill-down query.

Illustrated in the example opposite:-

- The Sales Director has a top-level query which monitors all Sales Representative's YTD Profit % performance, showing Sales Representative YTD Profit, YTD Profit (%), YTD Sales Value and Total Sales Value Last Year.
- Clicking on the Sales Representative 'John Calland', whose achievement is shown in red as being below the minimum YTD profit performance metric, pre-defined at 50%, the first linked query now displays those customer accounts that are attached to John Calland.
- Clicking on the Customer Account (Dome Electrical Inc) where the YTD Profit % achieved is below the pre-defined metric of 45%, the second linked query displays the offending product sale for that Customer Account.

- By clicking on the Stock Reference in the second linked query, the third linked query displays all those other customer accounts purchasing the product 100014M, showing that no other sales to customers has failed the Profit % performance metric test.

Alternatively, the link may be a hyperlink where information from the parent query is not passed onto the linked query, thus permitting a separate query to be executed by clicking on the hyperlink. For example a parent query may be 'Total Outstanding Debtors' and the hyperlink query, 'Outstanding Customer Debt by Sales Person'.



Sharing Business Intelligence across the enterprise

Sharing Business Intelligence

Business Intelligence produced by Quantum VS myViewpoint may be shared instantly with other Quantum VS myViewpoint users. For example, Branch Managers, Departmental Managers, Sales Managers, Buyers and other individuals who need to keep their finger on the 'pulse' of the business. In addition Business Intelligence queries and reports may be exported to other personal productivity tools.

Daily Business Close

In a multi-branch operation, for example, you can summarise your refined Business Intelligence in your focused 'Daily Branch Business Close' and have a 'picture' of your top line business performance and profitability delivered each day and everyday based on the actual business conducted that day.

Controlled Access to your Business Intelligence

Copies of Quantum VS myViewpoint (Standard Edition), strategically placed throughout a business, are referred to as 'desktops'. For example, the Sales Director's Desktop, the Branch Manager's Desktop... as defined by their role in the business. Exercising control over what may be many

desktops in many locations within the business, the myViewpoint 'Professional Edition' incorporates additional functionality permitting the BI administrator the necessary controls to create, modify, execute and distribute personalized Business Intelligence to other myViewpoint users, including those users wishing to access their Business Intelligence via the Internet.

Quantum VS myViewpoint Professional permits the:

- Definition of performance metrics for each desktop.
- Definition of the Business Intelligence parameters available at each desktop.
- Sharing of Business Intelligence, by permitting other myViewpoint users access to the intelligence on other desktops.

Updating Desktops

Updating Quantum VS myViewpoint with new criteria and performance metrics, the BI Administrator within a company must first finalise configurations for each desktop. Once this operation is accomplished the Administrator simply transmits an XML document to the recipient desktop, refreshing that desktop with automatically updated Business Intelligence and performance metrics alert criteria.

User Profiles

The architectural design of Quantum VS myViewpoint takes into account the use of multiple users and multiple copies of myViewpoint mounted on a single desktop. For example, the myViewpoint administrator or specialist within an organization may install both myViewpoint Professional and myViewpoint on a single desktop, actively using both versions to assist other users and also develop further refined queries for use within the organization. Each myViewpoint copy mounted on a desktop has its own unique directory.

Each copy of myViewpoint stores multiple User Profiles and multiple User Windows logins for that copy. Each User Profile is created on the first use of a copy for each Windows login. Thus, where a PC or laptop is shared and multiple users are installed, each User/Windows login combination will have its own set of connections and BI queries.

Security Access Codes

Using Quantum VS myViewpoint Professional, the BI Administrator allocates an Access Code for each permitted data set. This control is set-up through the myViewpoint UniVision Software Assistant, restricting access to those data sets defined in each Access Code.

Users of myViewpoint may only execute those queries provided to them, therefore precisely controlling the data sets they are able to access enforces important stringent corporate BI security.

Password Protection

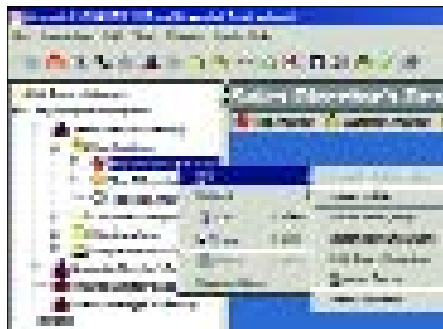
In addition to the facility to set-up and use Access Codes, setting up a connection between myViewpoint and the back-office application requires a user-defined password(s) for each desktop, providing an additional level of security and corporate data access protection.

Intuitive user interface

Quantum VS myViewpoint Intelligence Manager

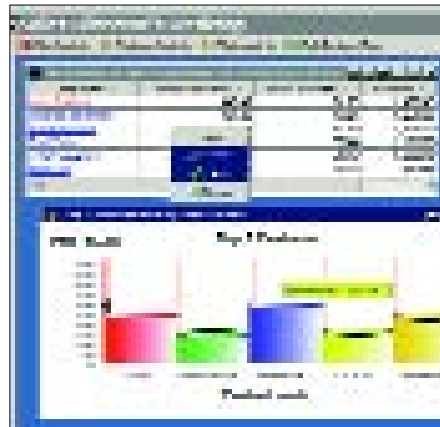
The myViewpoint Intelligence Manager controls the structure of user desktops providing fast access to the functions for creating, editing, deleting, refreshing, running, re-running and the sharing of Business Intelligence queries. The screen shot below shows an extract from a Sales Directors Desktop and the context sensitive menus.

The Intelligence Manager structure is built up using Desktops and Folders. Queries and Linked Queries may be inserted, edited or deleted. Queries are simply executed by either clicking on a top-level folder where they exist on the desktop, or dragging and dropping a query from the Intelligence Manager tree structure on the left to the Intelligence Desktop on the right.



Intelligence Desktop

The Intelligence Desktop is used for executing and working with queries to turn raw back-office application data into knowledge. This will typically involve the use of drill-downs, sorting options and graphical expressions.



By personalising the manner in which the BI knowledge is rendered at the desktop, it may be easily and effectively understood by the user.

The user may easily change the display options to meet their own requirements, making those options specific to a particular query. For instance, comparing sales person's performance is easier with a bar chart than a table of figures, but a line graph

is better for viewing sales trends over time. Queries can be organized in folders to suit a user's priorities and preferences.

Desktop Icon

At the first level below myViewpoint Intelligence, a Desktop Icon is required. Each Desktop Icon has the following principal functions:-

- Provision of a simple mechanism for grouping queries together. This would typically be by job function, such as Managing Director, Sales Director et al or business area such as a Sales Branch.
- Provision of a simple mechanism for distributing queries by making a back up of a Desktop Icon, electronically sending it to another myViewpoint user who may then restore and activate the Desktop Icon.
- When the Desktop Icon is clicked it provides a simple mechanism for executing Top Level Queries and any associated Linked Drill-Down Queries.

Top Level Folders

At the first level below a Desktop Icon, Top Level Folders are implemented. Each Top Level Folder has the following principal functions:-

- Provision of an easy mechanism for grouping Top Level Queries together. These would typically be by areas of need, such as Sales, Stock, Purchasing etc.
- Quickly identifies, by displaying a 'Performance Alert', if an area of the business requires investigation.
- Provision of an easy mechanism for executing Top Level Queries and associated Linked Drill-Down Queries.

Customized query access delivering powerful business knowledge

Query Based Business Intelligence

Quantum VS myViewpoint is a query-based pro-active Business Intelligence & Decision Support Solution providing drill-down facilities to permit detailed examination of key business knowledge stored in the back-office application data files, compared with user defined global business metrics parameters, or metrics parameters personalized to an individual or group of managers.

Queries access specific data sets and are presented in a tabular format on a user-definable desktop. Easy to execute JAVA facilities are provided to:-

- Re-express the query as a graph.
- Save the information as a file for use with other personal productivity tools.
- Print the query information.

Calculation Fields

New fields can be created which are the result of calculations, thus permitting calculation of, for example, profit %, percentage uplifts etc. Any valid arithmetical calculation may be performed with the use of a myViewpoint calculation field.

Template Query Library

A library of template queries is delivered with Quantum myViewpoint for specific application software products. These templates may be customized to fit an organization's specific requirements. The template library includes Top Level Queries displaying information such as 'Total Sales Value Yesterday', 'Total Orders Outstanding' and 'Total New Orders Value Yesterday'.

The unique configuration of each back-office application query library may require the assistance of Via Professional Services to implement specific Template Queries.



Business Intelligence + speed = competitive advantage

Speed of data interpretation and decision making can mean competitive advantage and business differentiation in today's fast moving markets.

Removing the need to wade through voluminous printed reports to establish which business activities need attention, the Quantum VS myViewpoint traffic light warning system highlights those aspects of business performance that demand action. Directing a decision-maker's focus to immediately identified relevant and current issues saves valuable management time and is part of the ROI justification calculation.

Using the traffic light indicators for key performance alerts ensures management is made aware of the need to take corrective action more quickly. Tighter control delivers benefits on the bottom line. For example, faster indication of obsolete stock provides the opportunity to reduce the cost of lost revenue and margin.

The user can set relevant performance targets for each query and the traffic light warnings will indicate when those performance targets are or are not breached. For example, an amber colour could indicate when debtor balances exceed 40 days and a red colour when they exceed 60 days. Alternatively, an amber colour could indicate when a sales representative is within 75-99%

of his/her target, red for anything less than 75% and therefore, green when they have achieved or exceeded their targets.

Using the traffic light alerts saves decision-makers valuable time, immediately identifying those exceptions that need their attention. The status of all queries can be seen at a glance in the Intelligence Manager. The traffic light conditions can be changed at any time to reflect revised priorities or amended performance metrics criteria.

Training time and costs are reduced with the Windows™ based, easy-to-use intuitive screen design, menus and icons. Quantum VS myViewpoint Professional is much easier to use than a character command line based reporting tool. The intuitive screen displays of myViewpoint enable more users to gain benefit from vital, up-to-date Business Intelligence, immediately. Training in its operation is unnecessary if the user has basic Windows™ experience.

Both Quantum VS myViewpoint editions permit information to be transferred to a spreadsheet, easily, in order that others in the organization can share the information when they do not have access to myViewpoint. For example, by sending an Excel file by e-mail, it is possible for remote decision-makers to access the BI knowledge. Business agility through decisions made

more quickly or speedy corrective action taken contributes to competitive advantage, customer service and increased profits.

Up-to-date knowledge is vital for confident decision-making. With Quantum VS myViewpoint BI knowledge can be refreshed as often as needed. The raw data comes from the operational back-office software application files and ensures enterprise-wide consistency in all the knowledge delivered and/or distributed.



myViewpoint Professional & myViewpoint Standard

myViewpoint Professional - Administrator's Version

myViewpoint Professional incorporates additional functionality permitting an administrator the necessary controls to create, modify, execute and distribute personalized Business Intelligence to other myViewpoint users. Quantum VS myViewpoint Professional users are also allocated an Access Code for each raw back-office dataset they wish to access.

The Access Code on the UniVision server has a list of dataset files associated with it and from which the user is security cleared to create queries. By creating Access Codes with different dataset files, the Administrator is able to control the information that a myViewpoint Professional user can access to create/modify queries.

The Access Codes that will be needed within an organization and allocated by the myViewpoint Professional user must be defined. Decisions must be made as to which dataset files are needed for each Access Code and its associated queries.

The approach to be adopted to Access Code definition is to begin with the information needs of the different myViewpoint users. It is useful to determine what data is held in the files which may restrict the information available for query creation.

Defining the different user roles will help denote the number of different Access Codes needed.

By identifying the information required by each user role, it is then possible to determine the dataset files that should be listed for each Access Code. Each query uses output fields from the dataset files to display the required information. Depending on which queries a user has or needs, the Access Codes they use to create myViewpoint profiles will determine the dataset files they are able to access.

Answering the following questions may help:

- Who are the myViewpoint Standard users?
- What job role do they perform?
- What Business Intelligence will each user role need to perform his/her job more effectively and more efficiently?
- To what Business Intelligence is the organization prepared to permit the different user roles access?
- In which UniVision Database file/s is this information held?
- If myViewpoint queries already exist, which queries will the user need and which data-sets do these queries use?

- For new dictionary items, which is the logical file from which to create any new query required to satisfy user Business Intelligence needs?
- Is data held, which would provide powerful knowledge for other individuals in the organization, who have not yet been identified as a myViewpoint user?

Someone other than the System Administrator may decide with which queries myViewpoint users are to be provided, but Management should agree a procedure in order that the organization's raw information is protected and remains secure.

myViewpoint Standard - User Version

User's of myViewpoint Standard may only run those personalized queries that have been supplied to them by a myViewpoint Professional user, thereby controlling the queries they are able to execute, enforcing stringent corporate BI security.

Quantum VS myViewpoint Standard requires a copy of myViewpoint Professional to create and maintain queries. It is not possible to make changes to queries with myViewpoint Standard.

myViewpoint features

Quantum VS myViewpoint Features

- Unlock the power and value of raw corporate data, creating refined personalized queries with results automatically compared with pre-defined business metrics.
- Investigate to individual transaction level through point and click drill-down.
- Run linked queries to incorporate other detailed related data.
- Automatically connect as part of your desktop Start-Up routine and immediately update your Business Intelligence.
- Automatically refresh pre-defined queries at login, updating individual user desktop performance alerts.
- Refresh a specific query or refresh all queries at any time.
- Easily and quickly update queries with enhancements by copying.
- Record details about how the query operates and all revisions made.
- Interpret query data in a range of graphical representations ie; bar charts, pie charts, graphs etc.
- Quickly identify best/worst performance by changing sort order.
- Print query results & graphs to obtain paper copies for meetings.
- Save query data as a comma-separated value file (csv) and export data to any other application or personal productivity product.
- Use the myViewpoint wizards to simplify query creation, modification and efficient navigation.
- Quickly and easily create queries by using myViewpoint wizards to choose files, data-sets and create calculations.
- Reorganize column positions for easier interpretation.
- Create your own titles and make column headings specific and meaningful, using your own business language.
- Calculate row totals, column totals and cube totals.
- Easily summarise data with subtotals and grand totals using a combination of row totals, column totals and cube totals.
- Easily obtain average values by combining calculation options with record counts for Pareto analytics.
- Display information according to your own preferences by selecting font size and colour to display.
- Easily spot negative values, such as a negative profit, by using a different presentation colour.
- Back-up your queries or share them with others, using back-up and restore.
- Constantly and continually refine the granularity of your Business Intelligence, easily, making the knowledge more and more relevant to senior management and individual business manager needs.
- Benefit from the power of 'Push Technology'.
- Do all this without disrupting your back-office system.

Quantum VS myViewpoint benefits summary

Extract Maximum Hidden Value

Quantum VS myViewpoint unlocks the tremendous power and value of the business knowledge hidden within the reservoir of raw corporate data stored in your back-office system, enabling that knowledge to be automatically delivered and updated to your desktop at any time, including via the Internet, pre-compared with your own pre-defined business metrics, visualizing the warnings you need.

Responsiveness

Quantum VS myViewpoint is a pro-active, real time Business Intelligence and Decision Support solution, utilising the power and performance of the UniVision™ Database Management System, delivering refined knowledge to the desktop, immediately.

Current Knowledge

Automatically delivers to decision-makers role-based knowledge that is up-to-date, accurate, personalized and customized to their needs, transforming raw back-office data into business knowledge, on which informed decisions can be confidently based.

Focus On Exceptions

With the volume of raw data available to organisations, sifting for potential problems is a daunting task; it is virtually impossible. By

focussing on the exceptions, through the use of the multi-level traffic light signalling capability, Quantum VS myViewpoint identifies where decision maker's immediate attention should be directed, making more effective use of valuable management time and effort.

Key Business Performance Metrics

Quantum VS myViewpoint compares any key indicators of business performance such as cash flow, profitability, supplier performance, customer service, stock investment et al with your own pre-defined, personalized business metrics.

Interpretation

Quantum VS myViewpoint will assist in the interpretation of complex raw business data and turn it into real-world knowledge upon which to base business decisions, enabling reports to be converted into graphs, knowledge to be sorted to easily identify exceptionally good or exceptionally poor performance, and data to be exported to specialist third party applications and other personal productivity tools.

Investigation

Quantum VS myViewpoint combines visualized Business Intelligence interpretation (including graphs, charts, etc) with drill-down

data mining to home-in on the transactions giving rise to the warning alert, easing the process of investigation and saving management time.

Business Control

Achieve permanent business control by unlocking all that hidden power and value in your corporate data reservoir, turning it into real-world Business Intelligence.

Return On Investment

Quantum VS myViewpoint is a low cost, high performance Business Intelligence and Decision Support solution where the ROI can be achieved in a matter of days or a few weeks.

No Implementation Disruption

Quantum VS myViewpoint is easily implemented without any disruption to existing back-office systems, residing on it's own powerful, low-cost BI & Report Services server. myViewpoint is an out of the box, load and go solution, independent of the back-office system but using your corporate data, unlocking the true power and value hidden within that data.

Notes

Just plug, play, then point and click.

For more information visit our website at www.via.com



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