

Hyperion System 9 Performance Scorecard

Executives and managers today receive numerous reports and information about the state of their business—yet their business plans fail to yield expected results. Why? Mired in volumes of disconnected information, decision makers often have no way to quickly and accurately identify and eliminate activities that don't add value.

Highlights

- Communicate strategy throughout the enterprise
- Align the enterprise with corporate strategy, plans, and objectives
- Identify and eliminate initiatives that do not contribute to corporate goals
- Develop consistent KPIs and measurement practices across the enterprise
- Increase employee participation, collaboration, and accountability for results
- Build long-term economic value for key stakeholders

Often senior managers don't have an easy way to measure and monitor strategic performance indicators—or an effective method to communicate goals and objectives. As a result, too much focus can be placed on financial indicators and lagging measures of performance while not enough emphasis is given to critical operational metrics and key performance indicators (KPIs). Yet, companies need complete and continuous alignment across the enterprise to stay responsive in the marketplace.

Hyperion® System™ 9 Performance Scorecard™ (Performance Scorecard) software can help you define a methodology-neutral strategy and measure performance against goals, monitor progress on a regular basis, and communicate across your entire enterprise. How do you ensure that your KPIs are linked to your strategy and objectives? And how do you regularly track progress? To regularly monitor and measure performance, senior managers require a link between their company's strategic and operational plans. You need to be able to map your company's KPIs to your strategy and objectives—then track progress on a regular basis.

Unlike limited spreadsheet solutions or tactical dashboard tools, *Performance Scorecard*, a module of *Hyperion System 9*, easily delivers rich features that support the accountability, collaboration, and communication of enterprisewide performance and strategy. Spreadsheet solutions offer limited data integrity while simple dashboard tools display metrics only, yet neither can integrate textual information and commentary to support vital communications and collaboration. Moreover, in-house applications take a long time to build, may have limited functionality, and are prohibitively expensive to maintain.

Performance Scorecard is a solution to these challenges. It offers you rich strategy- and accountability-mapping capabilities as well as Web-based cascading scorecards, message board forums, and discussion threads. *Performance Scorecard* provides its rich, easy-to-use toolset right out-of-the-box, delivers multidimensional analysis capabilities, and integrates with the most complete suite of performance management applications available today.

“With scorecards available on each desktop, employees view real-time financial, customer, and reservation data previously not available. We have transformed the traditional role of travel counselor from order taker to business partner, by supplying frontline managers with analytical tools to assist in daily decision making. Scorecards have given us a competitive advantage...the opportunity to change our customer’s view of us from a service delivery vendor to strategic partner. That’s what we want to be to our customers.”

Robin Erickson-Bermudez, Director, Balanced Scorecard, World Travel BTI

Key Benefits

Link corporate strategy to operating plans and execution

In many companies, strategic planning is an exercise usually limited to senior management, and the results are not communicated to the broader organization or linked to operating plans. *Performance Scorecard* enables you to document and communicate corporate strategy and link it to operational objectives and initiatives. This link—connecting strategy to plans, objectives, and budgets—is critical in the continuous performance management cycle.

Drive corporate accountability to all levels of the enterprise

While individuals and departments are measured against a stated set of goals, in many cases these goals may not align completely to the objectives of the organization. Through the use of strategy and accountability maps, *Performance Scorecard* aligns individual and departmental goals and objectives with corporate goals and objectives, thus helping to ensure accountability for delivering results throughout the organization.

Monitor progress of key initiatives and improve corporate agility

Weekly status reports and meetings provide middle managers with progress reports on key initiatives. But as information is summarized and moved up the corporate hierarchy, some of the details are lost. With *Performance Scorecard*, summary progress on key initiatives, along with the ability to drill to underlying details—including textual commentary—is communicated quickly to senior management through scorecards and KPIs. Comprehensive information helps improve communication and your company’s overall ability to react to changes. Moreover, by shifting the focus to leading indicators, *Performance Scorecard* helps your senior managers pinpoint and actively address business issues before they become problems.

Focus resources on activities that drive profitability and economic value

As strategies and plans change, individuals and departments need to know how these changes affect their operating plans. With *Performance Scorecard*, individuals, departments, and divisions can see the links between their priorities and initiatives, and corporate revenue and expense and profitability goals. When the entire company can be easily and quickly informed of strategy shifts using *Performance Scorecard*, it becomes easier to realign resources, reprioritize activities, and focus on appropriate initiatives to drive profitability.

Key Features

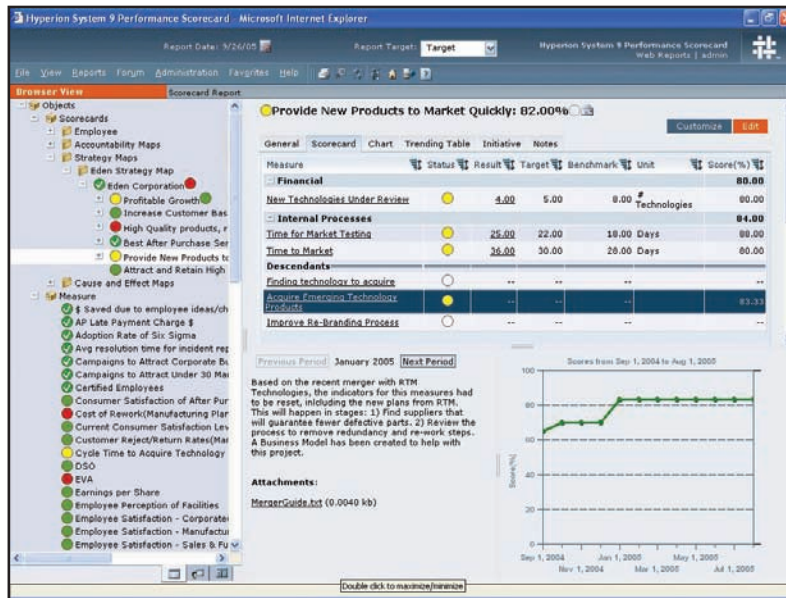
Rich, pre-packaged capabilities

Features such as strategy mapping, cause-and-effect mapping, initiative tracking, e-mail alerting, performance reporting—and many more—can be deployed quickly and cost-effectively right out of the box.

Flexible architecture

Built to support the Balanced Scorecard, Stern Stewart's Integrated EVA Scorecard, and the Malcolm Baldrige frameworks, *Performance Scorecard* software's architecture supports leading quality initiatives, such as Six Sigma and the European Foundation for Quality.

The Executive View feature of Performance Scorecard can speed up strategy management and decision processes by providing a consolidated view of dependent performance results.



Management (EFQM)

You can also customize *Performance Scorecard* to work with unique management methodologies.

Accountability maps

Track performance and monitor responsibilities by team, department, functional area, and geography with accountability maps—and connect these accountability elements with performance scorecards.

Integrated communication and collaboration capabilities

By linking directly to e-mail systems, *Performance Scorecard* software triggers actions only when necessary. It also lets users record notes and comments about measures, scorecards, and strategy elements. These notes initiate discussion threads so users can upload file attachments to support their comments.

Web-based cascading scorecards

Deploy strategy across the enterprise using Web-based cascading scorecards so that everyone—from senior management to business units, departments, and individuals—understands the stated strategic goals and aligns their goals accordingly.

Personal scorecards

Employee scorecards let each worker track and measure individual performance and account for his or her contributions to the overall strategic goals and initiatives.

Robust visualization and data analysis functionality

Easy-to-use data analysis capabilities let workers instantly customize dashboards and reports for more detailed analysis. To further augment the reporting capabilities of *Performance Scorecard* with customizable, presentation-quality reports, users have the option to leverage functionality from the extensive capabilities offered by *Hyperion System 9 BI+™* software. *Performance Scorecard* provides tight integration with *Hyperion System 9 BI+ Interactive Reporting™*, *Hyperion System 9 BI+ Web Analytics™*, and, of course, *Hyperion System 9 BI + Essbase Analytics™* software.

Hyperion consulting, education, and support services

From implementation to training to technical support, Hyperion professionals work together to transform your software into powerful solutions that support your decision making and drive superior business performance. We offer everything you need to help your organization achieve its performance goals. Visit www.hyperion.com/services for more information.

Learn more

Visit www.hyperion.com/products for more information on *Hyperion System 9 Performance Scorecard* software and what it can do for you. Or for more immediate assistance, go to www.hyperion.com/contactus or call your Hyperion sales representative.

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