

# QPR Metrics

Meet your targets

# Refine data into key information for decision making



## QPR Metrics

**DATA**

**EXTRACT  
TRANSFORM  
LOAD**

**MONITOR  
ANALYZE  
REPORT**

**PLAN  
EXECUTE  
REVIEW**

**RESULTS**

Fast creation of  
dashboards



Customized  
reporting



Optimized for  
collaboration



Decision making  
tool in your pocket



# QPR MobileDashboard

Decision-making tool in your pocket



- > Access your performance data on the go
- > Make better and faster decisions

# QPR Metrics supports all performance initiatives

## STRATEGY EXECUTION

Let strategy drive your goals and initiatives

XPP, BSC, ...

## MANAGEMENT DASHBOARDS

Support for monitoring and planning your goals

KPIs, MBO, ...

## PEOPLE PERFORMANCE

Align company & people performance management

Assessments & bonuses

## RISK MANAGEMENT

Take control of your processes and track compliance

ISO, COSO, J-SOX, ...



## QPR Metrics

Meet your targets



# QPR Metrics business benefits



Automate your performance management



Enhance decision making



Enable performance improvement



Transparency to current state of business

# QPR Metrics key highlights

- Made for Performance Management
  - Targets, ownerships, collaboration
- Native mobile app for quick access and QPR Portal for comprehensive access
- Flexible content design
  - Supports any performance management framework
  - Automatic drill-down and consolidation
  - Zero coding needed
- Efficient model development and maintenance using template scorecards
- Getting the data
  - ETL from multiple sources
  - Online manual data entry
  - Powerful calculation engine
- Integrate with QPR ProcessDesigner for process performance management

# QPR Metrics platform and architecture

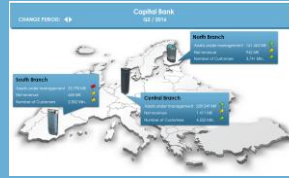
# QPR Metrics main components

Publish

QPR  
MobileDashboard



QPR Portal

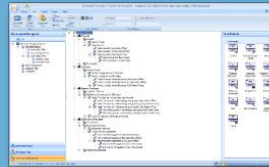


Reporting



Design &  
analyze

QPR Metrics



ETL

QPR IntegrationPlatform

QPR Connectors



servicenow



ORACLE

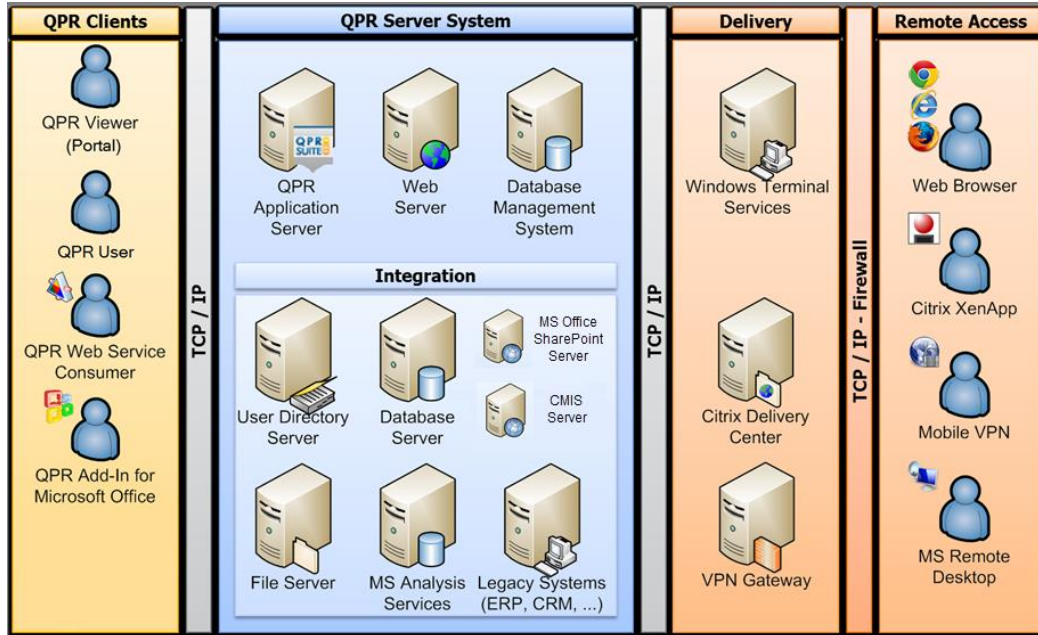
EPICOR



+ any data source with ODBC or web service interface



# QPR Metrics Architecture overview



> Open technology based on industry standards

- Best available & proven technology
- Leverage on existing IT infrastructure
- Standard interfaces for integration

> Multi-tier architecture

- Maximum scalability from standalone use to system solution
- Multi-user environment with simultaneous viewing and editing of data
- Minimum IT-administration effort required

> Interactive web publishing

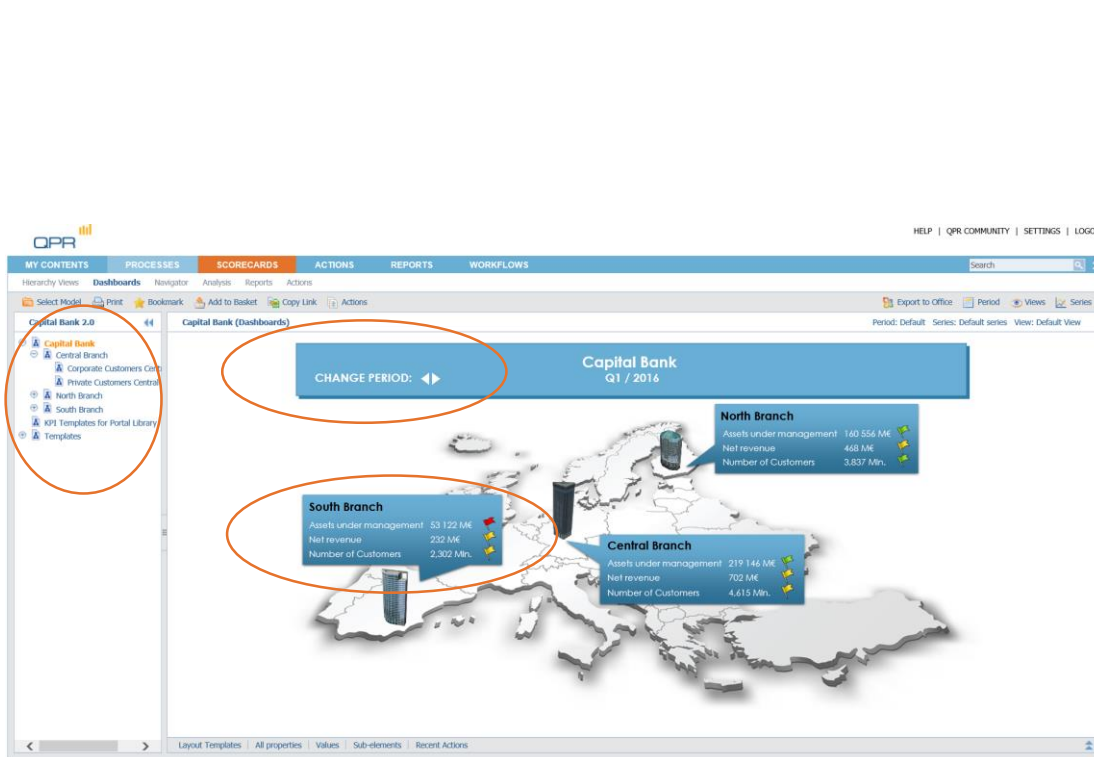
- No installations needed
- Real-time updating of changes to users' desktops



# QPR Metrics main features

# Access to all information

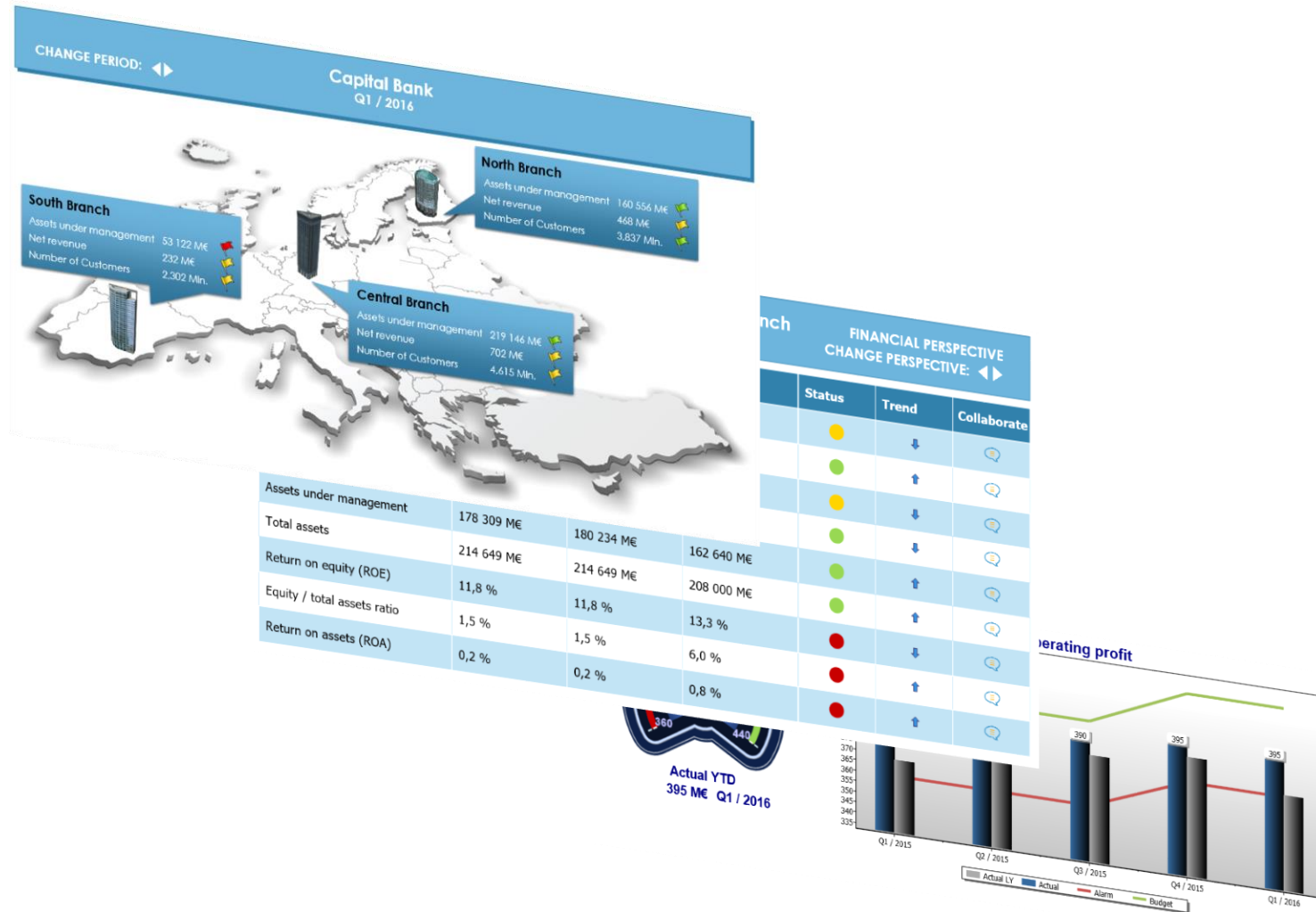
# Access fast the information you require



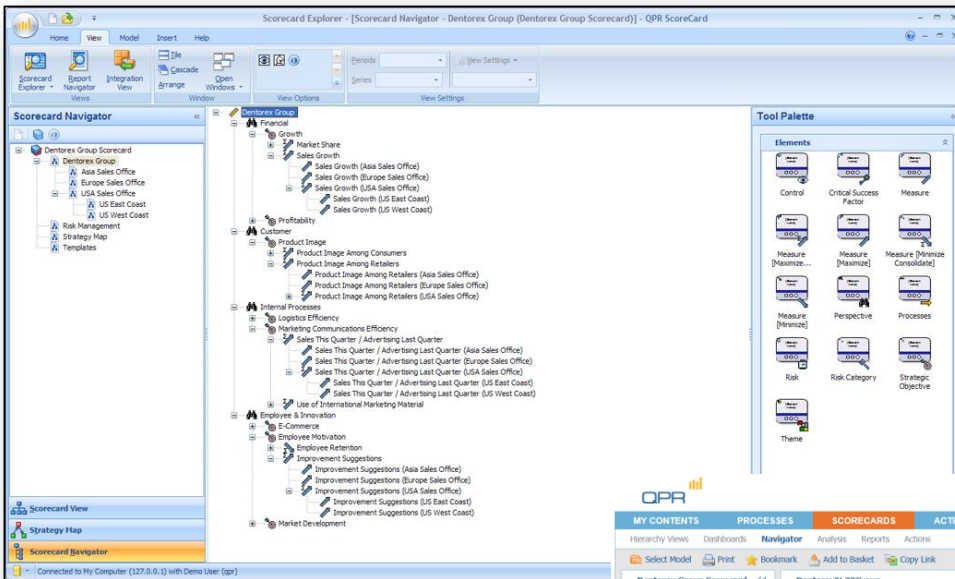
- Easy navigation between periods
- Easy to hide, view and navigate the scorecard hierarchy
- Links to sub-scorecards or other KPIs

# Easy information drilling

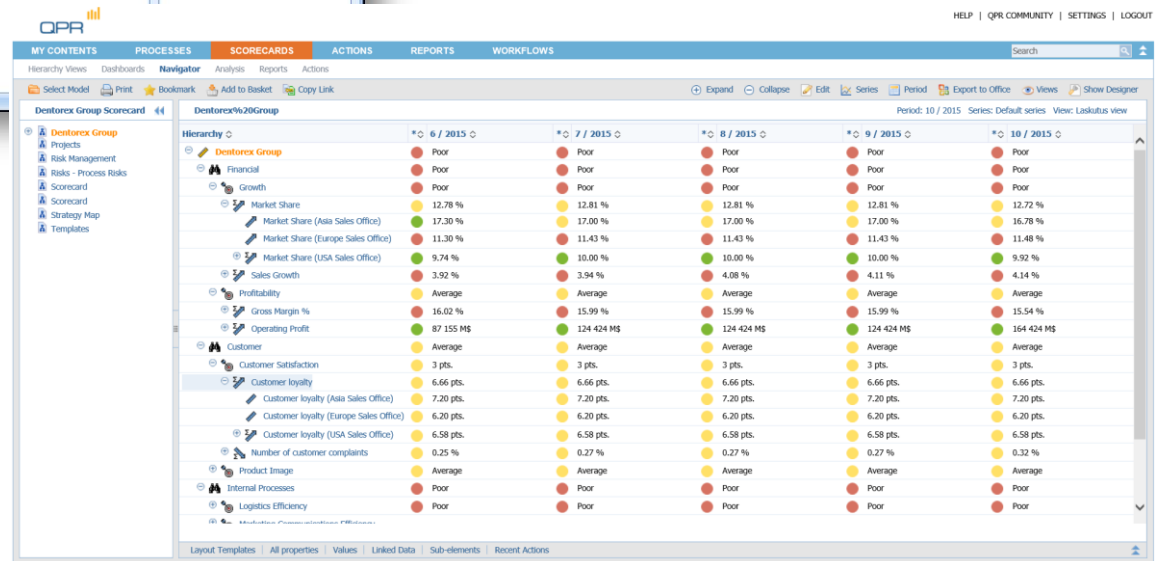
View easily the big picture and drill down to details seamlessly



# Easy navigation within all the data



QPR Metrics PC client navigator view



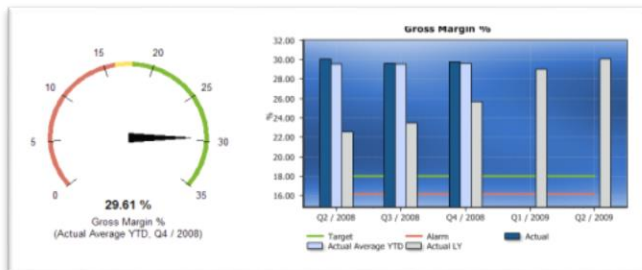
QPR Portal navigator view

# Consolidate information

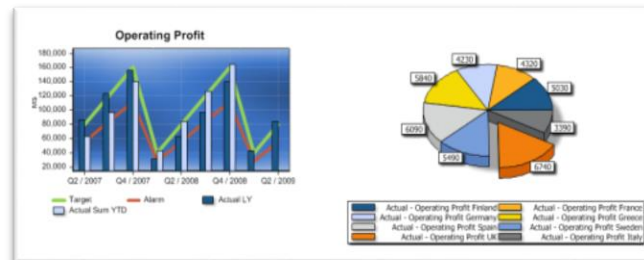
- Combine different metrics based on a value-to-target index
- Over 50 pre-defined consolidation functions
- Easily compose your consolidation formulas



### Operating gain



### EBITDA

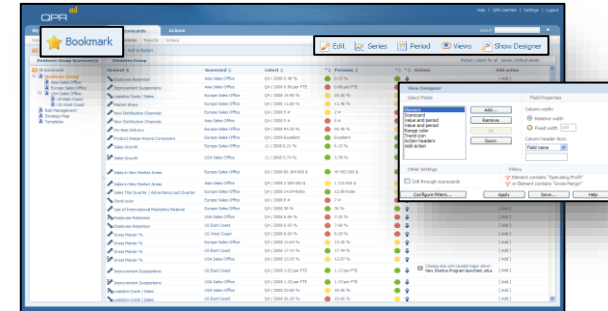
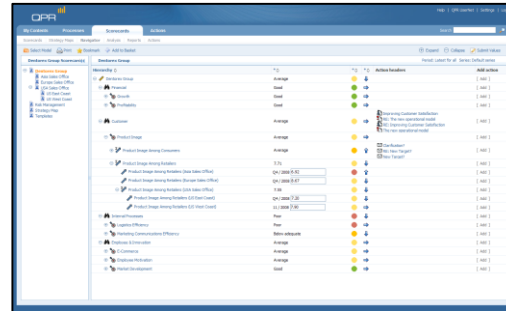


# Create views adapted to individual needs

Management level consolidated views with drill down to more information

Individual dashboards with easy information input and editing in web-based portal

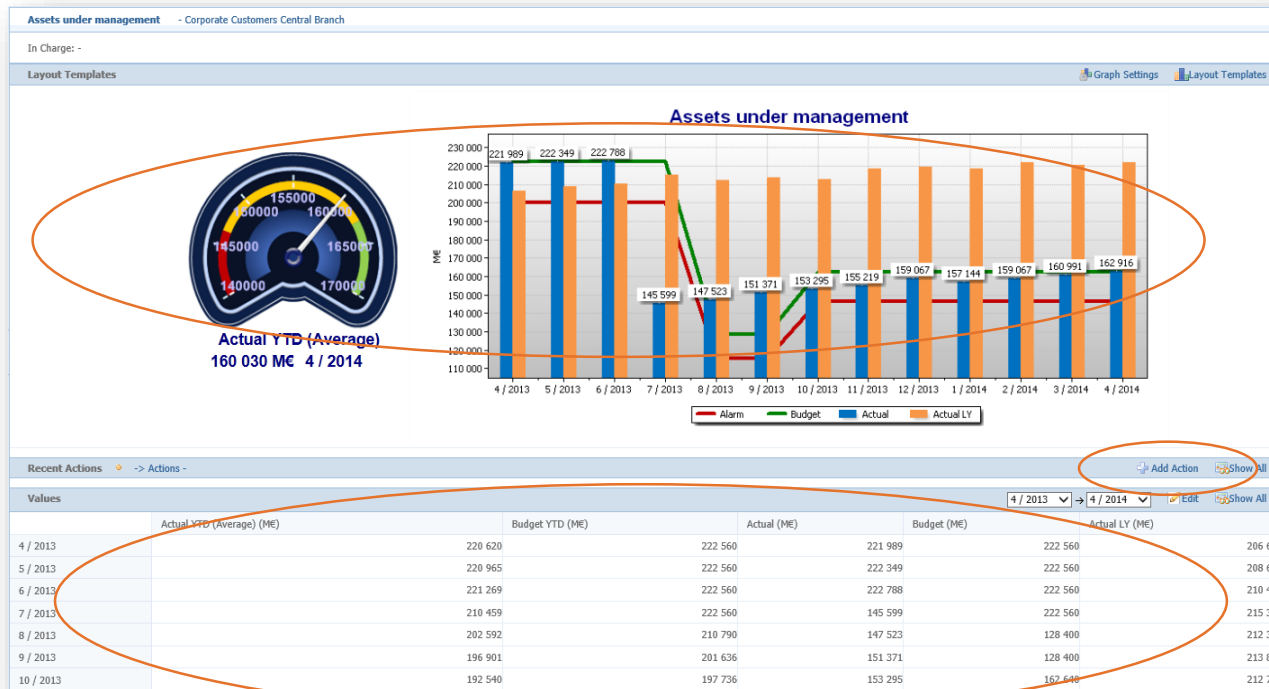
Fast building of personalized home page with relevant indicators





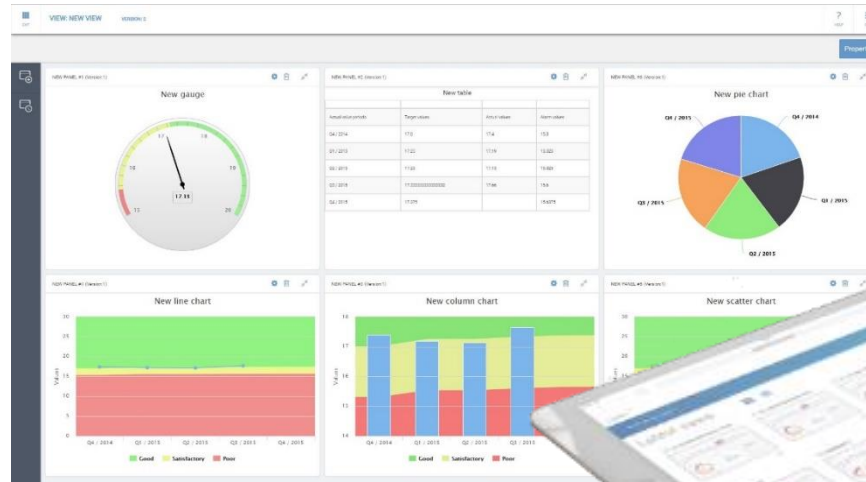
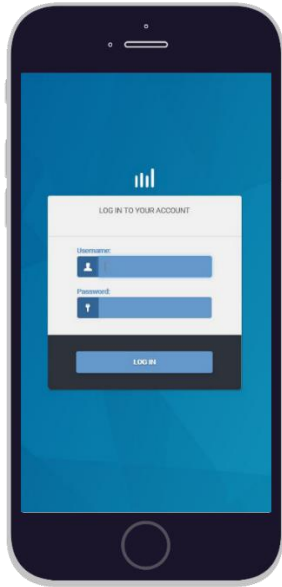
# Different possibilities to measure KPIs

Different measure values can be shown in different types of graphs, depending on what information is the most relevant for your needs



# QPR MobileDashboard

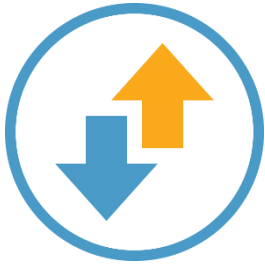
## Overview



- Optimized for tablets and smart phones
- View and create dashboards anytime, anywhere
- Based on QPR Metrics, the most flexible and robust performance management platform on the market

# Collaboration and reporting

# Strong focus on collaboration and management



Consolidate  
information  
from forms



Create  
alarms

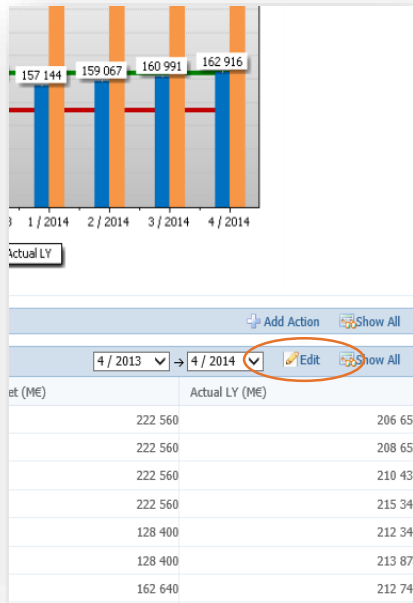


Manage  
responsibilities  
and roles



Include  
comments to  
metrics

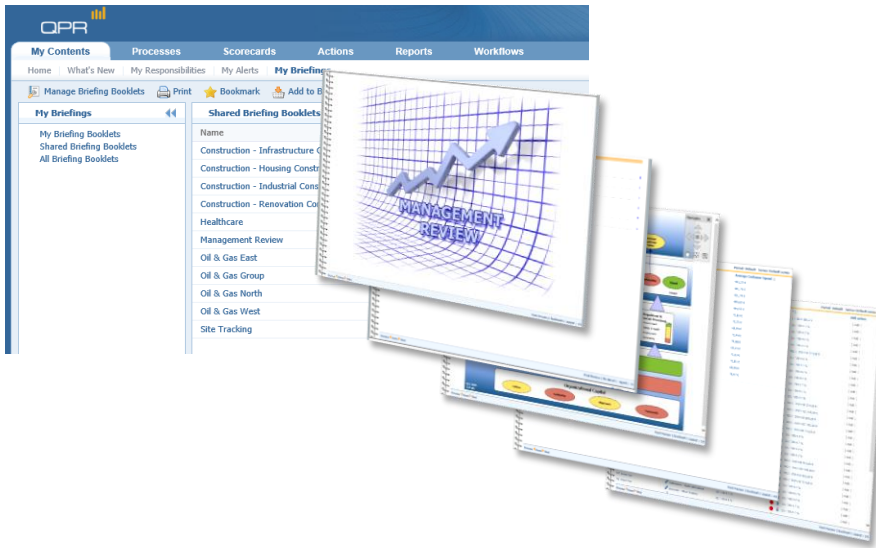
# Input any qualitative and quantitative data



Period	Actual YTD (Average)	Budget YTD	Actual	Budget	Actual LY
4 / 2013	220 620	222 560	221 989	222 560	206 656
5 / 2013	220 965	222 560	222 349	222 560	208 652
6 / 2013	221 269	222 560	222 788	222 560	210 437
7 / 2013	210 459	222 560	145 599	222 560	215 345
8 / 2013	202 592	210 790	147 523	128 400	212 344
9 / 2013	196 901	201 636	151 371	128 400	213 878
10 / 2013	192 540	197 736	153 295	162 640	212 748
11 / 2013	189 147	194 545	155 219	162 640	218 343
12 / 2013	186 641	191 887	159 067	162 640	219 324
1 / 2014	157 144	162 640	157 144	162 640	218 324
2 / 2014	158 106	162 640	159 067	162 640	221 788
3 / 2014	159 067	162 640	160 991	162 640	220 377
4 / 2014	160 030	162 640	162 916	162 640	221 989

- Data can be imported from various systems automatically and scheduled
- Supports also manual import of data for qualitative data or data that is not located in any other systems

# A wide selection of reports for communication



- > Web-based briefing booklets with automatic updating and interactive views
- > Easy export from web-based portal to Microsoft Office documents and PDF
- > Possibility to create reports with all or just selected information

# Monitor all performance data

# Link to your performance management with processes



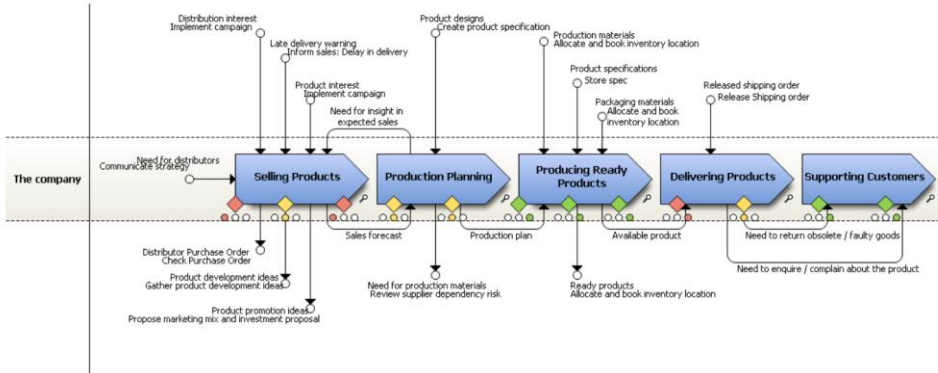
OrderToCash

Period: Latest for all Series: Default series View: Default

Activity amounts	Latest for all (-)	Latest for all (-)	Latest for all (-)	Latest for all (-)	Latest for all (-)	Latest for all (-)	Latest for all (-)	Latest for all (-)	Latest for all (-)
OrderToCash	35,54	53,00	23,12	25,96	32,12	42,71	38,33	21,33	37,29
# of Sales Order changes									
# of Sales Orders	12 #	12 #	14 #	9 #	8 #	14 #	5 #	12 #	13 #
By region									
Austin	1 #	0 #	2 #	0 #	2 #	4 #	0 #	5 #	3 #
Chicago	2 #	1 #	2 #	1 #	0 #	1 #	0 #	4 #	2 #
Dallas	2 #	3 #	0 #	1 #	1 #	3 #	2 #	1 #	1 #
Houston	5 #	1 #	3 #	0 #	1 #	0 #	1 #	0 #	2 #
Los Angeles	1 #	4 #	5 #	3 #	1 #	1 #	1 #	1 #	1 #
New York	1 #	3 #	2 #	4 #	3 #	5 #	1 #	1 #	4 #
Average process duration	35.54 Days	53.00 Days	23.12 Days	25.96 Days	32.12 Days	42.71 Days	38.33 Days	21.33 Days	37.29 Days
By region									
Austin	34.58 Days	30.91 Days	18.91 Days	37.00 Days	46.56 Days	50.75 Days	23.67 Days	60.96 Days	51.58 Days
Chicago	27.27 Days	30.91 Days	18.91 Days	37.00 Days	46.56 Days	50.75 Days	23.67 Days	60.96 Days	51.58 Days
Dallas	71.12 Days	93.87 Days	21.29 Days	56.58 Days	60.79 Days	57.85 Days	38.42 Days	17.16 Days	28.40 Days
Houston	33.38 Days	56.88 Days	20.50 Days	6.29 Days	6.29 Days	38.42 Days	35.67 Days	35.67 Days	35.67 Days
Los Angeles	4.85 Days	53.00 Days	24.66 Days	19.58 Days	14.75 Days	46.61 Days	5.79 Days	24.83 Days	24.83 Days
New York	18.95 Days	18.20 Days	28.00 Days	29.12 Days	28.79 Days	29.85 Days	15.70 Days	23.66 Days	17.41 Days

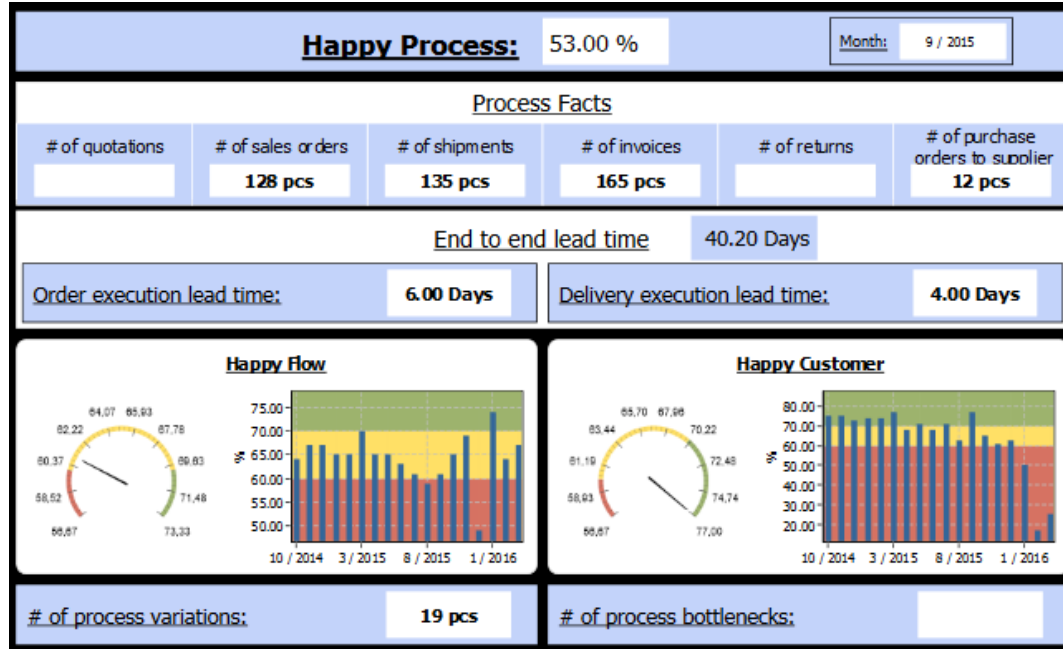
> Access your process performance indicators from any data source e.g. SAP

> Process flowcharts (in QPR ProcessDesigner) can access measure information from QPR Metrics





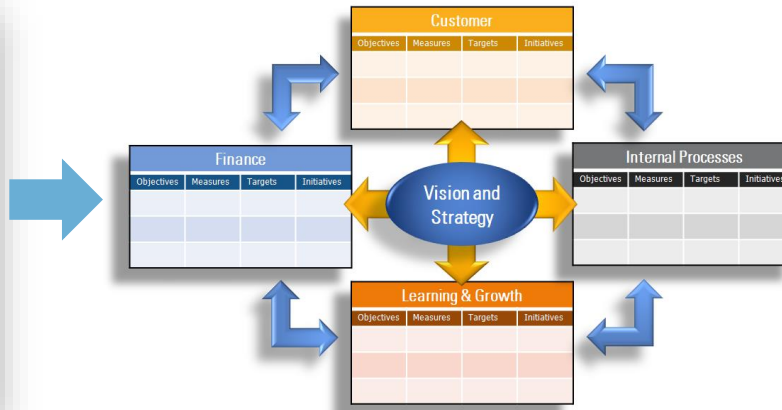
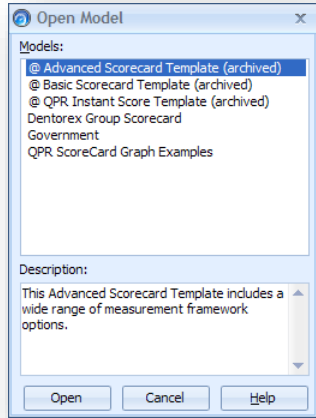
# QPR's patented process KPI monitoring



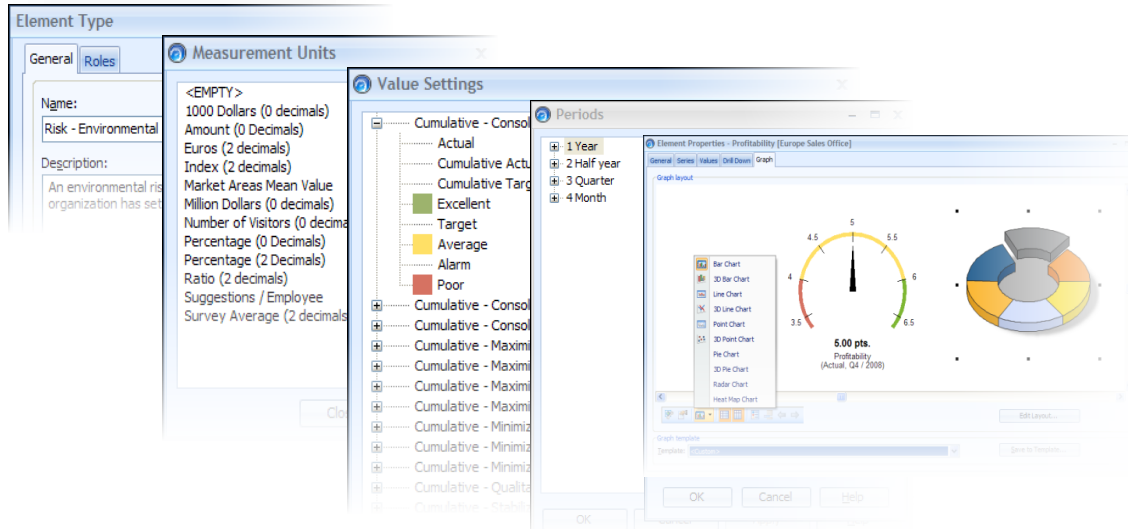
- > Based on patented technology
- > Consolidates end-to-end process performance data from different source systems for reporting
- > Enabled by QPR Metrics Integration Platform

**Fast to implement and manage**

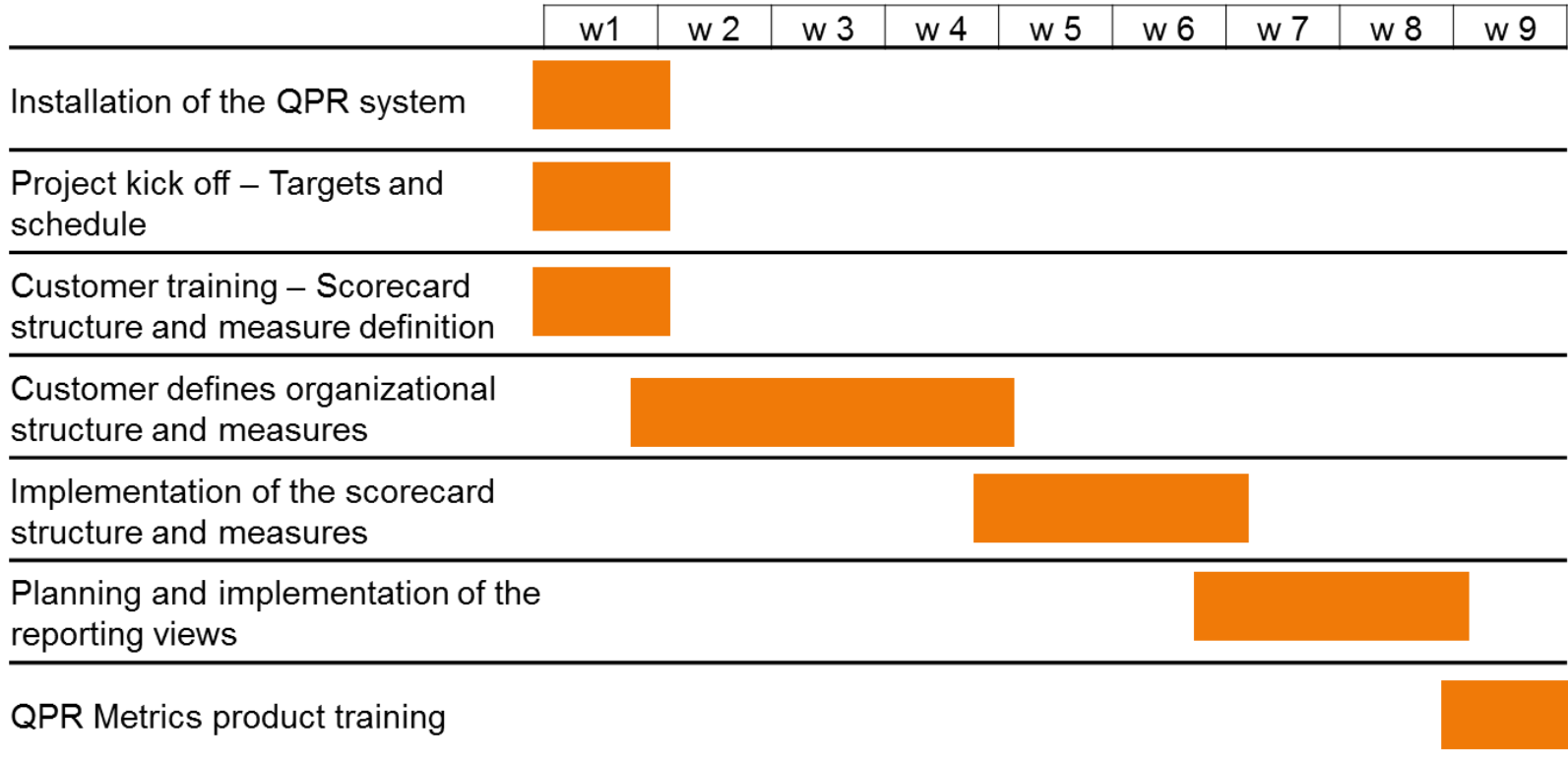
# Wide selection of templates to start from



- QPR Metrics comes with a rich collection of templates, including Balanced Scorecard
- Customize easily to suit the purpose of your performance initiative
- Drag-and-drop KPIs to dashboards
- Reuse the same metric on multiple scorecards, with automatic update in all scorecards



# Typical QPR Metrics implementation



# Flexible user management



Single Sign-On available

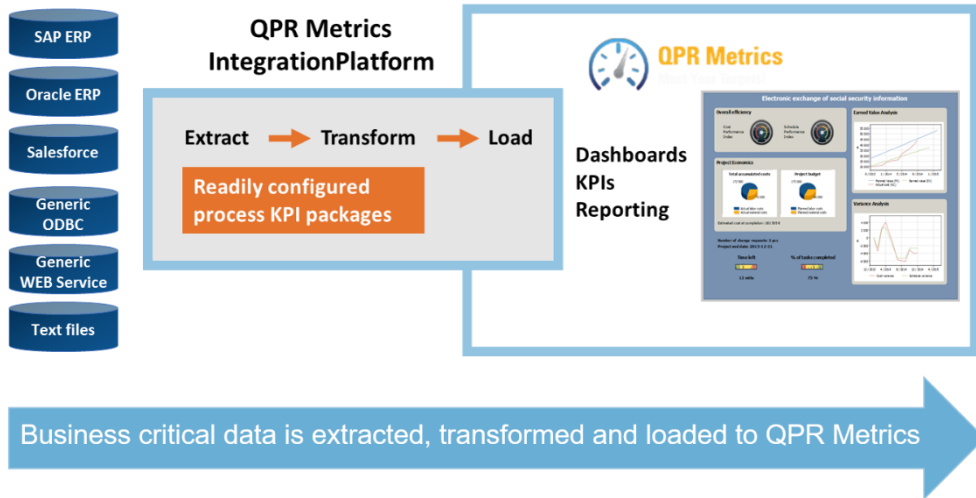


Change user rights and groups centrally



Import or modify user groups based on external systems (e.g. HR system)

# QPR Metrics integrates to any data source platform



- > Integrate to any platform without losing business critical data
- > QPR Metrics Integration Platform Add-On extracts data from any database system and transforms it to the format you want for use in QPR Metrics.
- > When the loading is done, the new measure values can be seen in QPR web-based portal.

# References

# Selected QPR references

**QPR CUSTOMERS HAVE WON SEVERAL AWARD WITH THEIR PERFORMANCE MANAGEMENT IMPLEMENTATIONS**





# What our customers say



*“QPR provides us with the perfect technological support for the improvement and reinforcement of our capabilities to carry out our mission of providing quality justice to Chileans as efficiently as possible” - Catalina Ruiz Sánchez, Management and Process Specialist, Judiciary of Chile*

World Vision



*“QPR Metrics allows for easy management of initiatives and provides a single source of information - one version of truth. Regional leadership now has an immediate view on how National Offices are delivering on their mandate” - Cornelius Chirairo, Regional Strategy Management Advisor, World Vision Southern Africa*



*“We have been using QPR since 2012 for Balanced Scorecard reporting. QPR is useful for collecting data from various sources, ensuring data integrity and producing useful management reports for successful Strategy Execution.” - Raju Vathsala, Senior Director, Performance Management, du*



Qatar Deserves The Best

*“With QPR, Ashghal now has an executive dashboard second to none in delivering strategic insight in an appropriate fashion, so that executives can easily interpret the performance, risk and the current status of strategy execution in order to make the right decisions.” - Mark Ranford, Advisor of Planning & Quality Department*



Dare to improve.

- > **Founded**  
1991
- > **Corporate headquarters**  
Helsinki, Finland
- > **Stock symbol**  
QPR1V: Nasdaq Helsinki
- > **Sold licenses**  
>1 million worldwide
- > **Customers**  
2000+
- > **Industry recognitions**  
Gartner, Ventana Research, Palladium,  
Forrester Research
- > **Products**  
QPR Metrics  
QPR ProcessDesigner  
QPR ProcessAnalyzer  
QPR EnterpriseArchitect