

## Oco Services Business Performance Module



### The Oco Solution

- ◆ Best practices solutions with dashboards, key performance indicators, reports, and alerts
- ◆ Immediate access to critical business data from disparate sources
- ◆ Rapid deployment in 6 to 10 weeks with easy user adoption
- ◆ Fixed cost, fixed time
- ◆ Unlimited users including suppliers and customers
- ◆ Guaranteed satisfaction or your money back

*“Having a formal business intelligence system in place within our service organization is essential to our growth goals. Without better data and data analysis, I can’t envision getting to the next level of performance that we expect in 2008.”*

*Senior Director  
HVAC Manufacturer*

*Source: Aberdeen Group,  
November 2007,  
“Get Smart: Business Intelligence  
for Service Organizations”*

### Quickly aggregate, access, and analyze Enterprise data from multiple sources

The Services Enterprise, given the dispersed nature of most support teams and the proliferation of disparate data sources, faces unique challenges. If you play a key role in the development, sale, and delivery of Services you may be struggling with these questions:

- Can we accurately understand and benchmark the revenue and profitability of our service business across regions, offerings, customers, segments, service event types and contract types?
- I think we can grow our Services business – but where should we focus first?
- What is the percentage of our installed base under service agreement and are there regional or equipment type variances?
- How do we identify the pockets of service excellence across our delivery teams and efficiently allocate resources?
- How do we provide better insight and relevant data to our account teams and communicate more effectively with customers?
- Is it possible to link my equipment remote diagnostics data with other service-related data?

Oco, Inc., the leading on-demand business intelligence company provides a unique Services Business Performance module to help with these questions. The solution allows companies to easily access data from disparate planning and execution systems – services order management, field engineer scheduling, repair depot work-order management, intelligent device management (IDM), services supply chain, call center, and asset management – and utilizes best practice analysis and reporting to uncover improvement opportunities.

Our pre-configured services module includes a dashboard, key performance indicators (KPI’s), and a library of pre-designed reports with appropriate business hierarchies that allow users to “slice and dice” data along any conceivable dimension to gain insights into their business or to monitor services performance.

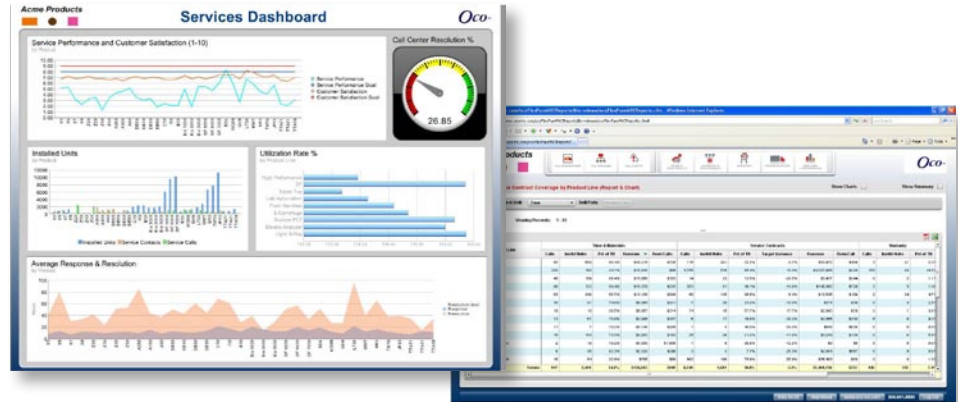
# Oco Services Business Performance Module

## Example Reports:

- ◆ Service Revenue & Margin
- ◆ Install Base Contract Coverage
- ◆ Customer Account Management
- ◆ Service Operations & Delivery
- ◆ Call Center Performance
- ◆ Warranty & Concession Expense
- ◆ Spare Parts Price Realization

## Analyze service business performance by any dimension:

- ◆ Product Service Type:
  - Service contracts
  - T&M arrangements
  - Warranty
  - Consumables parts
  - Exchange parts
  - Training
  - Upgrades
- ◆ Managed Services
- ◆ Professional Services
- ◆ Service Event Type
  - Periodic Maintenance (PM)
  - Corrective Maintenance
  - Emergency Maintenance
  - Mods/Service Bulletins
- ◆ Customer, Segment & Region
- ◆ Product-Line
- ◆ Division
- ◆ Leader & Individual Tech



## Empowering The Services Enterprise Management Team

### Services Executive-Level Dashboard

Measure and analyze the critical business KPI's and drill-down and across dimensions to determine priorities, focus operations, and help establish strategy.

### Services Profitability

Visibility into Service Enterprise revenue and margin performance across regions, offerings, customers, market segments, service event type and contract types.

### Account Management

Access all strategic account information in one place to facilitate account management and customer communication.

### Spare Part Margins & Net Price Realization

Compare spare part margins and gain insight into adjusted margins for global customer agreements, concessions, discounting, and regional differences.

### Inventory & Parts Optimization

Understand obsolescence performance, order-fill rate performance, excess and surplus inventory, and gain early visibility into items at risk of over or under pull.

### Operational & Delivery Performance

Gain visibility to multiple views of Services operations and delivery execution (field, depot, call center, tech support, repairs, account management, etc.) and facilitate internal benchmarking to identify performance improvement opportunities. Consolidate and analyze site and equipment maintenance spend profiles.

### About Oco, Inc.

Oco's on-demand business intelligence solution provides essential business visibility, delivering an integrated set of actionable reports and KPIs from multiple data sources to any user in just weeks. Oco's comprehensive solution dramatically reduces the timeframe, cost and risk of traditional business intelligence implementations with deployment on a fixed-cost, fixed-time basis and a money-back guarantee.



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