



The CorPeuM approach: Implementation

CorPeuM Integrated Approach.

The ability of any IT system to meet the needs of corporate performance management is dependent on the successful execution of three key areas:

- **Software** - the selection of a software package that is capable of planning and monitoring organisational strategy
- **Content** - the defining of business content and the way that content is implemented within the chosen system
- **Processes** - the way in which users engage with the solution and respond to business needs

If any of these areas is lacking then the whole solution will fail.

For example, if an organisation has the greatest software package in the world but the content has no direct link with the strategic plan, then the software capabilities are irrelevant in managing corporate performance. Similarly, if the business processes required to implement continuous planning are not defined, or the software solution cannot support exception based workflow, then the organisation will be unable to adapt its strategy throughout the year.

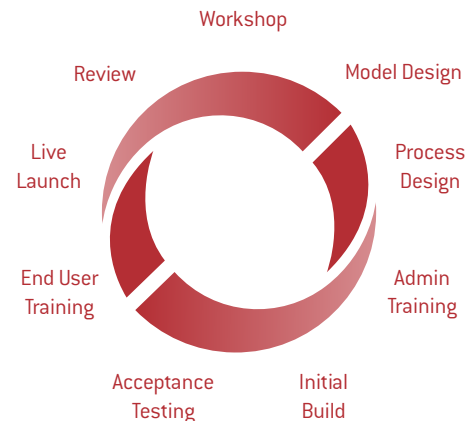
For this reason, CorPeuM has developed an implementation approach, endorsed by management experts, which combines both content and process with it's own unique software solution, to ensure organisations can effectively manage performance in today's demanding business environment.

Focus on Strategy.

At the heart of managing performance is the organisation's business strategy. Without this being the focal point, management has no real purpose and will be unable to work as a team in driving the organisation forward.

Therefore, one of the first steps in the CorPeuM approach is to define the organisation's goals; the way in which it plans to achieve those goals; and the action steps or initiatives required by each department in bringing those goals to reality. It is from these action steps that budgets can be assigned; forecasts can be used to track the implementation of initiatives, and where managers can assess whether they help the organisation in achieving its goals.

To assist with this step, we have a business workshop for senior executives to produce a corporate wide strategy map and associated measures onto which a plan can be built.



Focus on Business Processes

More and more organisations would like to move towards continuous planning, as setting targets and resources for the next 12 months does not always make sense. For example, if an unforeseen event takes place that impacts business performance, such as a change in government policy, a competitor announcing a revision to its services, or simply an initiative that isn't working, then the current plan and associated resources will need revising. To do this in a way that is both efficient and effective, our approach includes a survey of the current internal processes and the people involved so that recommendations can be made on how they may need revising. The revised processes are then coupled with CorPeuM's workflow capabilities so that planning and reporting activities can be triggered by both dates and exceptional events.

Best Practise Model Design

Once organisational strategy and the management processes involved are understood, our next step is to design a best practice business model that combines both strategic and operational views of the business. This model will be able to generate strategy maps, dashboards and scorecards, financial statements and provide end-users with personal reports and analyses. The model will also include workflow for each business process; the generation of automated 'To do' lists for every user, and the provision of the necessary secured access.

Acceptance Testing

Once the system has been built and populated with data, we carry out an extensive program of acceptance testing to ensure the system performs as intended. At this point we will also identify how the organisation should support the system from both a business and technical view.

Training & Ongoing Support

Performance management systems need to be constantly adapted to changing business requirements. It is therefore vital that the organisation can both support and update the system without having to rely on external consultants. At CorPeuM we believe our solution is not only one of the most functional systems available today but also one of the easiest to implement and maintain. Every part of the application is maintained by selecting menu options - there is no code to write, syntax to learn or macros to build. The system also includes best practice templates that can be easily incorporated, a range of standard reports that users can choose from, and the system maintains its own documentation for future reference. During the implementation we conduct comprehensive training to administration staff and provide on-line guides to end-users. In addition, we also supply management textbooks, an on-line support/information service, and a business and technical help-desk – in fact everything you need to ensure the systems ongoing maintenance by in-house staff.

Project Review

We realise that the success of CorPeuM depends on our customers having successful implementations. Implementations that allow them to focus on the continuous planning and monitoring of organisational strategy. To this end, all our partners have extensive business and technical expertise, and have been trained and certified in the CorPeuM approach. Following an implementation we like to conduct a review on how successful the system has been and make recommendations on both a business and technical level on how the system can be enhanced. CorPeuM is not just another software solution, but a complete management system for today's unpredictable business environment.