

Business Performance Management Dashboard Solution

The Challenge

A major Financial Services firm, specialising in financial and superannuation services, had been wasting time every week producing internal metrics and reports that were ineffective at producing any meaningful insight and were not easily tied to actionable outcomes.

An initial assessment of their current metrics and reports indicated they were:

- Difficult to understand and interpret
- Inconsistent across business units
- Not aligned to high-level business goals and objectives
- Metrics were not tied to specific actions

In addition, the organisation had not established a sustainable governance framework to reinforce the notion that metrics evolve over time, in lockstep with changing business priorities, and that metrics need to be supported by consistent processes and techniques for root-cause-analysis and performance improvement.

Ideal Partner

"InfoCentric provided an excellent and comprehensive piece of work. I am very confident that through your interview process, your team has developed a detailed understanding of our complex business. It also captures very well, the issues with current Management Information reporting and the opportunities that exist in this area. We look forward to working with you in building success in our business by putting into play the insightful measures you've identified."

General Manager, Claims, Finance Business

"Without a set of clear, common and well defined metrics I have no idea how my teams are performing or whether they are even focused on the right things"

Operations Manager, Wealth Business

Our Solution

Our consultants were engaged to facilitate a full realignment of the company's performance management metrics and reports, and to prototype wireframes of new business-wide dashboards.

Using metric frameworks such as Kaplan and Norton's Balanced Scorecard and Lean six-sigma the InfoCentric team worked alongside leadership teams to identify and build consensus around leading and lagging measures, along with corresponding key performance indicators (KPIs), metrics and reports.

Using an established business analysis framework the InfoCentric team:

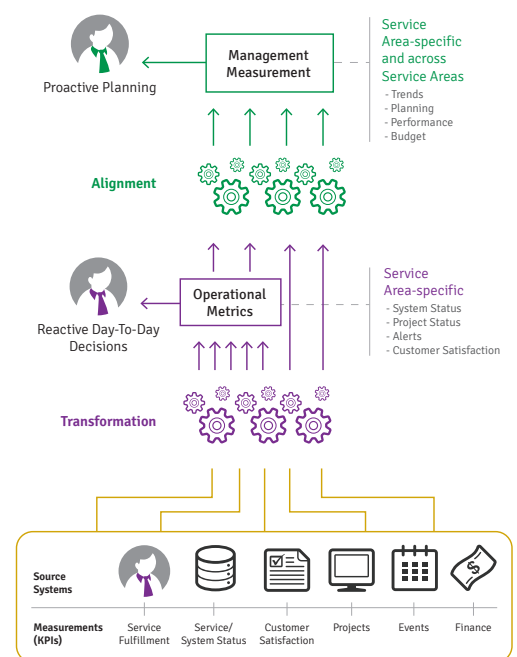
- Conducted a high-level review of existing metrics and reports, and organisational goals
- Confirmed the list of key stakeholders
- Scheduled and conducted individual fact finding interviews, with predefined customised questionnaires
- Summarised, classified, and prioritised common performance management themes aligning to key business drivers
- Identified specific candidate measures and metrics
- High-level assessment of available data and organisational maturity
- Consolidated the results and conducted a cross-functional workshop to build consensus across the organisation
- Developed wireframe /proof-of-concept dashboards

The Benefits

As a result of the metric assessment and definition engagement, our customer's management team received a clearly defined set of management metrics, and corresponding measures, that were tied to a common business glossary.

The management team also received a vision for their common management dashboards, and a clear path forward for the development and execution of their new metrics.

How will InfoCentric help enhance your organization Insight today and tomorrow?



InfoCentric Performance Management Metric

Engage with InfoCentric

Find out how InfoCentric can help you get more insight into your organisation's information today.

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