

Oco Services Performance Solution



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 10 weeks with easy user adoption
- Fixed cost, fixed time
- Unlimited users including suppliers and customers

“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

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 provides a unique Services Performance Solution 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.



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

Our pre-configured services solution 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.

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 is a leading provider of Software-as-a-Service (SaaS)-based business analytics solutions. The company provides complete BI solutions to customers such as Casual Male, Dunkin' Brands, and Welch's. Oco's unique business-centric approach to BI helps companies solve targeted business issues, achieve payback within 90 days and triple their return on investment. Leveraging a library of best-practice analytics, pre-built data models, and patented technology, Oco's SaaS-based solutions are delivered in a fraction of the time, at a fraction of the cost of traditional solutions, with fewer IT resource requirements than traditional approaches. In addition to its own product portfolio, Oco also offers an on-demand BI solution through its partnership with SAP BusinessObjects. Oco was founded in 1999 and its headquarters are in Waltham, Mass. More information about Oco can be found at www.oco-inc.com.