



myDIALS delivers software services to help companies improve their operational performance.

To compete effectively, executives and managers require timely, accurate and relevant business metrics or Key Performance Indicators (KPIs) in order to understand their business and make decisions that will improve performance.

However, obtaining the right Key Performance Indicators (KPIs) is too often limited by the following:

- Too few, too many or metrics that don't add value;
- Limited metrics for manufacturing, supply chain, safety, customer service, HR or other operational areas;
- No visibility into the key value streams or business processes within the organization;
- Inconsistent metric definitions across the company and out of date reports;
- Manual creation and manipulation of metrics leading to suspect data;
- External perception of company performance is very different to the view provided by internal metrics;
- Important business metrics are not shared across the organization.
- Problems occur that could have been prevented with early warning alerts;
- No simple, interactive way to analyze operational performance.

myDIALS presents Key Performance Indicators (KPIs) to decision makers in a useful, meaningful and intuitive manner. The KPI's are specific to the user's responsibility, company and industry.

Industry Modules are aligned with specific vertical industries and contain embedded expertise that predefines metrics, KPIs, roles, value streams, contextual information, alert conditions as well as guidance and diagnosis assistance.

Features and Benefits of myDIALS:

- Performance measurement is based on one set of metric definitions providing a "single version of the truth"
 - Focus on performance rather than metric definition and inconsistencies;
- KPIs related to a specific business process or value stream can be viewed together
 - Quickly understand overall process performance and determine where improvements can be made;
- Business performance can be monitored and analyzed continuously in real-time
 - As alerts are identified, the cause can be determined and corrective action initiated;
- Each executive, manager, and key person can use myDIALS themselves
 - Understand and act immediately rather than waiting for periodic static reports;
- Partner data can be used to validate internal metrics
 - Utilize an "outside-in" perspective to truly understand results;
- KPIs can be correlated across functional departments
 - Identify the effect of performance in one department or process on performance elsewhere within the company;
- Expertise, experience and knowledge can be shared within the management community
 - Enhance your use of metrics, KPIs, analysis and corrective actions.



myDIALS supports performance improvement methodologies and initiatives:

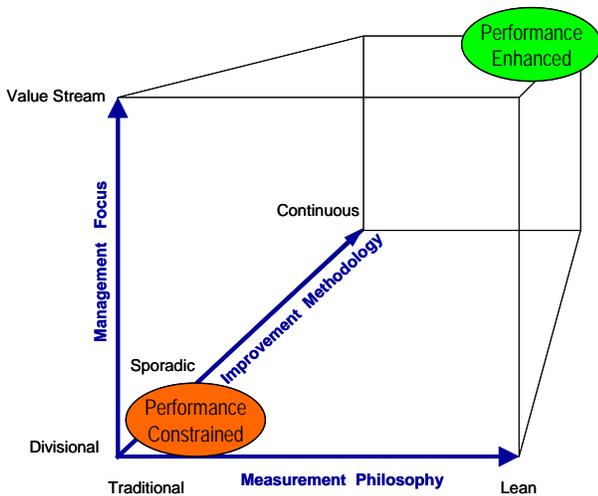
myDIALS enables you to continuously pursue performance improvement opportunities:

- Identify problems before they manifest;
- Analyse and interpret information to understand the problem;
- Know how to rectify the situation; and
- Set actions and monitor the outcomes.

In moving to a performance enhanced organization, there are three dimensions that require attention:

- Management Focus;
- Measurement Philosophy; and
- Improvement Methodology.

This is illustrated in the following diagram:



Organizations use myDIALS as a performance improvement framework on which to:

- Focus on the customer with value stream management;
- Drive outcomes with lean performance measures; and
- Build a continuous improvement culture.

myDIALS performance improvement model supports and enhances initiatives such as lean process, value stream management, six sigma and TPM.

myDIALS interfaces to and extracts information from business and operational systems:

- Financial Information:
 - General Ledger Systems
 - ERP Systems
 - Treasury Systems
- Customer Information:
 - Sales Force Automation
 - Marketing Program Tracking
 - Customer Service Systems
- Production Information:
 - Supply Chain Systems
 - Manufacturing Execution Systems
 - Historians
 - Delivery Chain Systems
- Internal Resource Information:
 - HR Information Systems
 - IT SLA Management
 - Asset Management Systems

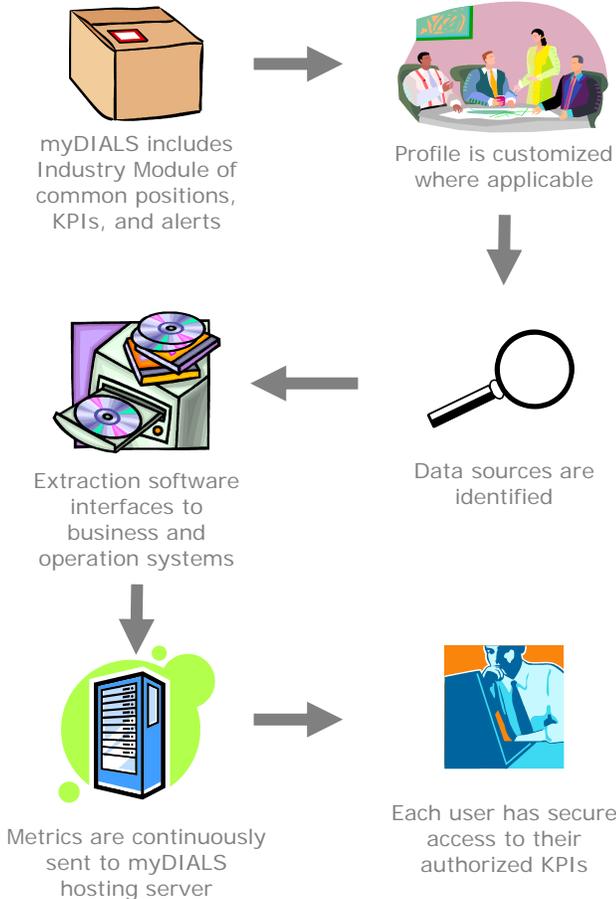
In addition, data can be manually input or extracted from spreadsheets.

myDIALS presents the information in an intuitive, interactive, online dashboard:



Each dashboard is tailored to the user's responsibility, company and vertical industry. The presentation can be easily personalized by the user. Only those value streams, roles and metrics that the user is authorized to view are presented.

myDIALS implementation follows a well defined process:



myDIALS consultants work with you throughout the deployment process to ensure a smooth, successful implementation.

A connector layer is typically deployed on your location with data being fed to the myDIALS server on a continuous basis as the relevant metrics change.

Security of the data is maintained through:

- user authentication;
- authorization over what information each user is able to view;
- encryption of all data between the connector layer and the myDIALS server as well as between the myDIALS server and the user interface;
- separate data stores for each customer; and
- physical security of the myDIALS server.

myDIALS utilizes unique technical innovations to enable operational performance management:

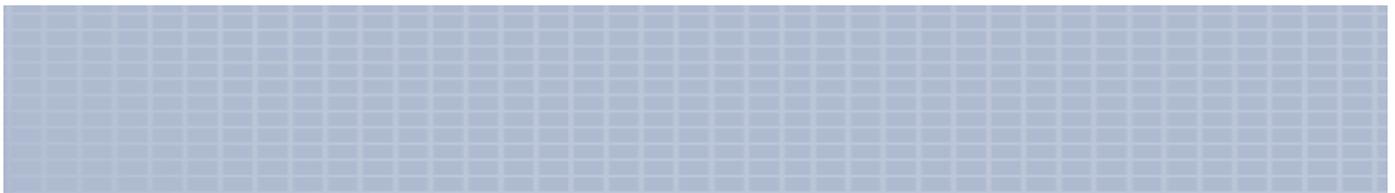
myDIALS operates continuously and uses an Intelligent Metric Processor to:

- Accept data in real-time from business and operational systems as data changes;
- Maintain a Metric Relationship Map that understands the dependencies and relationships between various business metrics and Key Performance Indicators;
- Aggregate metrics automatically and calculate formulas as required; and
- Identify alerts immediately as metrics change.

To facilitate further performance analysis, dashboard “Smart Dials” provide intuitive actions including:

- Alert notifications within the dials;
- Each dial contains supporting information including metric definitions, contextual information and suggested actions;
- Visually drill-down in context;
- The ability to capture or “snapshot” one or more dials and email these to others; and
- Interpretation guidance and diagnostic assistance.

The following illustrates the interactive nature of the myDIALS user interface:



myDIALS will continue to enhance the offering:

Future capabilities include a Scenario Analyzer that allows you to perform “what-if” analysis on any KPI, metric or metric attribute. This capability immediately recalculates all the dependent metrics and KPIs based on the scenario value input by the user. The results allow you to quickly determine cause and effect and help focus where improvements can deliver the biggest impact.

Additionally, a Correlation Crawler will continuously work in the background to identify significant relationships between metrics and visually represents these relationships. The relationships might otherwise be very difficult to identify, particularly if they are across functional areas.

These additional capabilities will help determine the root cause of operational performance issues more rapidly.

Take advantage of the myDIALS expertise, partners and the sponsored community website:

myDIALS incorporates Industry Modules that contain embedded expertise with definitions of value streams, roles, metrics, alerts, and actions specific to a vertical industry. These modules are enhanced by the user community with additions and refinements which are then incorporated back into the offering.

In addition, myDIALS is sponsoring the creation of a community website, which will provide reviews, articles, and expert blogs centered around operational performance best practices. In addition, metric definitions will be posted for refinement and enhancements by the community using a Wiki format.

As a hosted service, myDIALS can observe and incorporate user behavior, either from a single client or across all myDIALS clients, to enhance the offering and provide guided diagnosis in response to specific alerts.

myDIALS has a network of performance improvement consultant firms and experts that can provide consulting to support performance improvement initiatives.

In summary, myDIALS is focused on delivering software services to help companies improve their operational performance. This is accomplished through a combination of hosted software, industry expertise, consulting, partners and leveraging the user and management community.

For more information:

www.mydials.com

info@mydials.com

In the USA:
303-604-4342

In Australia:
07-3118-5013

