

PERFORMANCE MANAGEMENT FOR THE PUBLIC SECTOR



Performance Tracking

Escalations and Exceptions

Integrated Performance Management

Service Delivery

Self Sufficiency

Faster response

Flexibility

PERFORMANCE MANAGEMENT - THE CHALLENGE

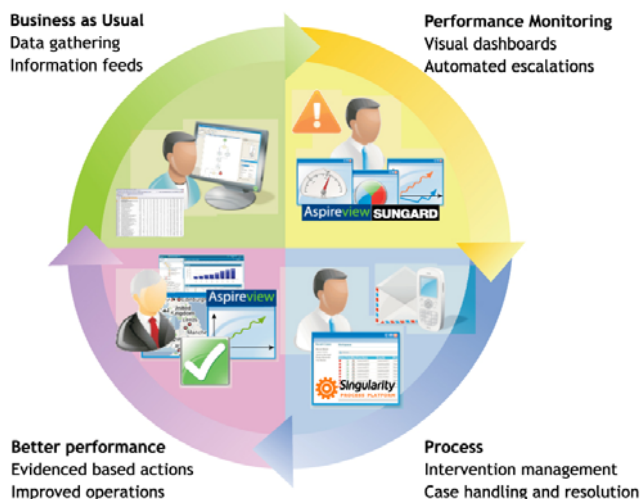
Public sector organisations are facing an ever increasing challenge to report and manage the performance of their service delivery. The time spent gathering and processing performance information into an intelligible source for performance assessment is an expensive manual overhead consuming costly human resource.

PERFORMANCE MANAGEMENT - THE SOLUTION.

Aspireview Performance Management from SunGard, combined with the Singularity Process Platform, creates a best-of-breed Performance Management Solution.

- As daily duties are completed in the various core systems, relevant Performance Information is automatically fed via Aspireview directly to staff desktops in the form of scorecards, dashboards and alerts.
- The integrated Business Process Engine, underpinned by the Singularity Process Platform, equips staff to deal effectively with exception processing, interventions, remedial action and improvement initiatives throughout the business in line with corporate plans.

The result is an optimal feedback loop, driving continual performance improvement within the organisation.



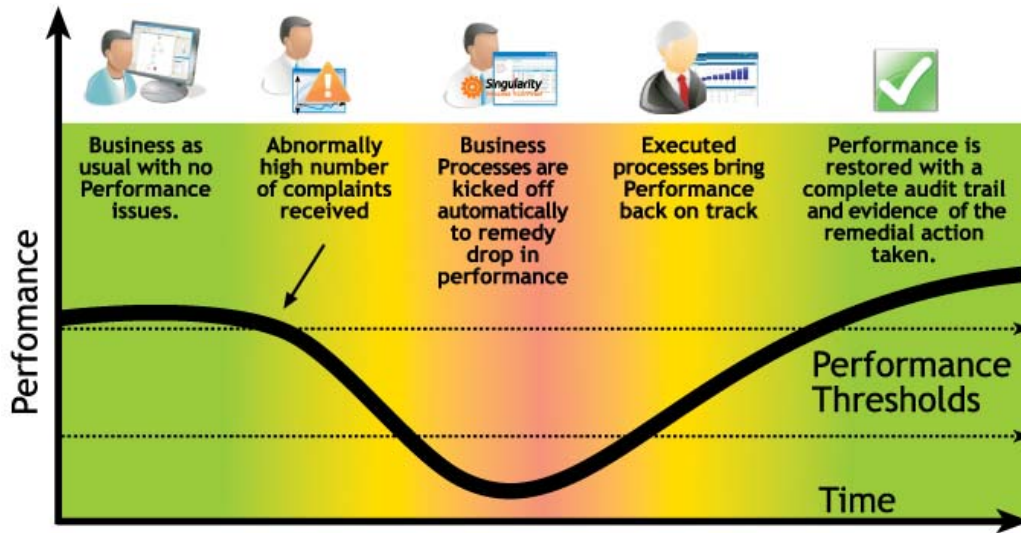
The solution offers you the opportunity to design and model your existing business processes, enabling you to identify areas for improvement through detailed step by step analysis. You will have the ability to analyse your current performance measuring staff, time and cost and to project how adjustments to these elements would impact your performance level. This predictive analysis enables you to create a cycle of continuous improvement, enhancing your processes and addressing problems before they occur.

PERFORMANCE MANAGEMENT FOR THE PUBLIC SECTOR

TRANSFORMING PERFORMANCE

The best-of-breed combination of Performance Management and Business Process Management uniquely transforms the management and control of the full Performance lifecycle.

- ✓ Push important performance information directly to users
- ✓ Proactively drive actions and behaviour when pre-determined performance thresholds are breached
- ✓ Align Performance Management to Corporate plans and procedures.



SOLUTION HIGHLIGHTS

- ✓ Enable Proactive Performance Management
- ✓ Smart Alerts Drive Exception and Escalation Management.
- ✓ Compliance and Performance Management
- ✓ Process Management and Business Agility
- ✓ Performance Visibility and Monitoring
- ✓ Import of company structures, scorecards & data
- ✓ Quick & easy to use dashboard builder
- ✓ Data validation and escalation
- ✓ Comprehensive reporting
- ✓ Seamless Integration and Automation

SUNGARD[®] PUBLIC SECTOR

SunGard Public Sector is a leading provider of performance management technology to the public sector in the UK. SunGard helps its customers maximise the intelligent use of assets and resources to achieve optimal operational efficiency. In the UK more than 50 million citizens are served by agencies that rely on SunGard Public Sector solutions.

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Singularity

Singularity increases the performance and agility of business processes by rapid implementation of its industry-leading Business Process and Case Management products.

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