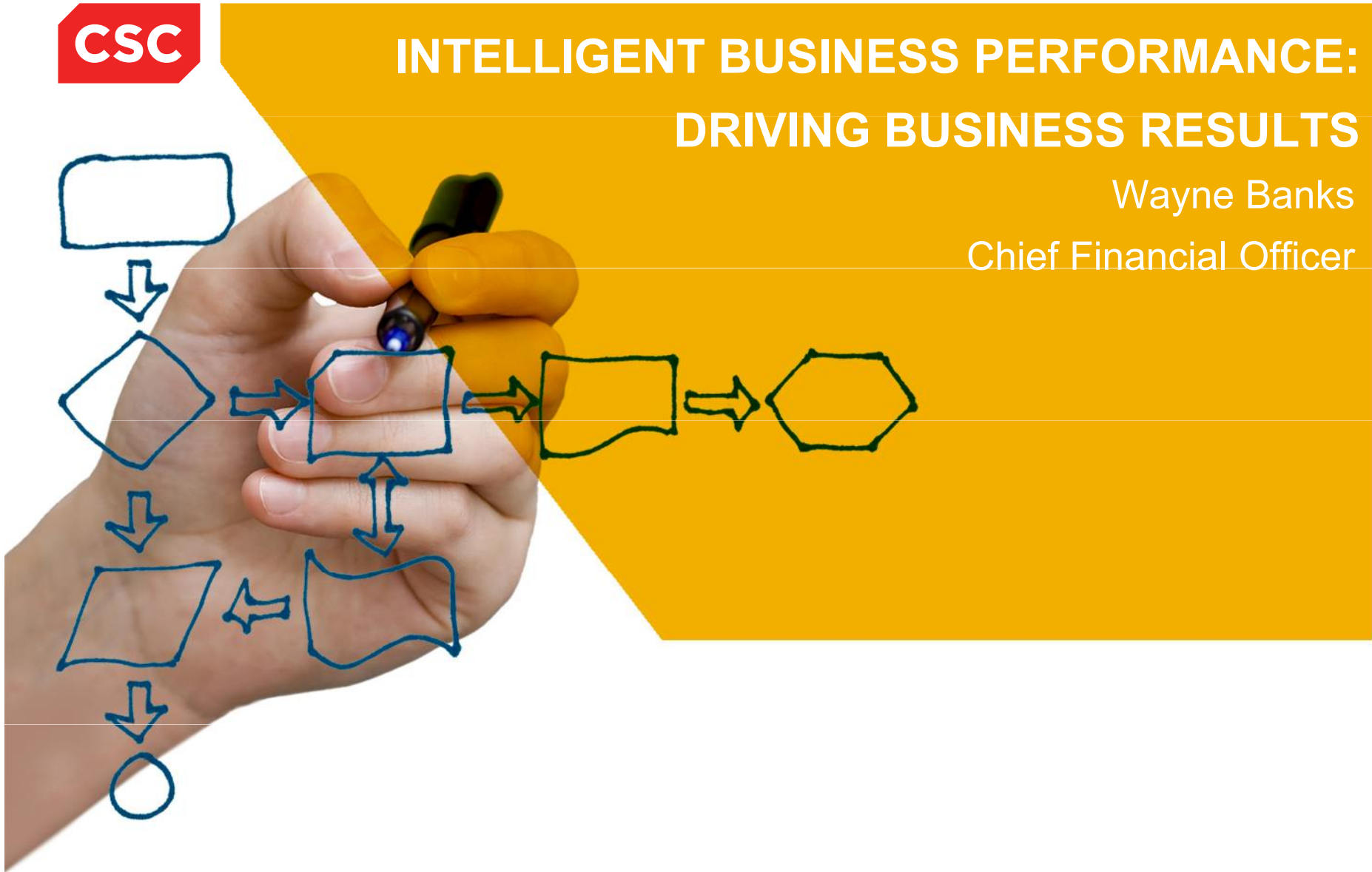


CSC

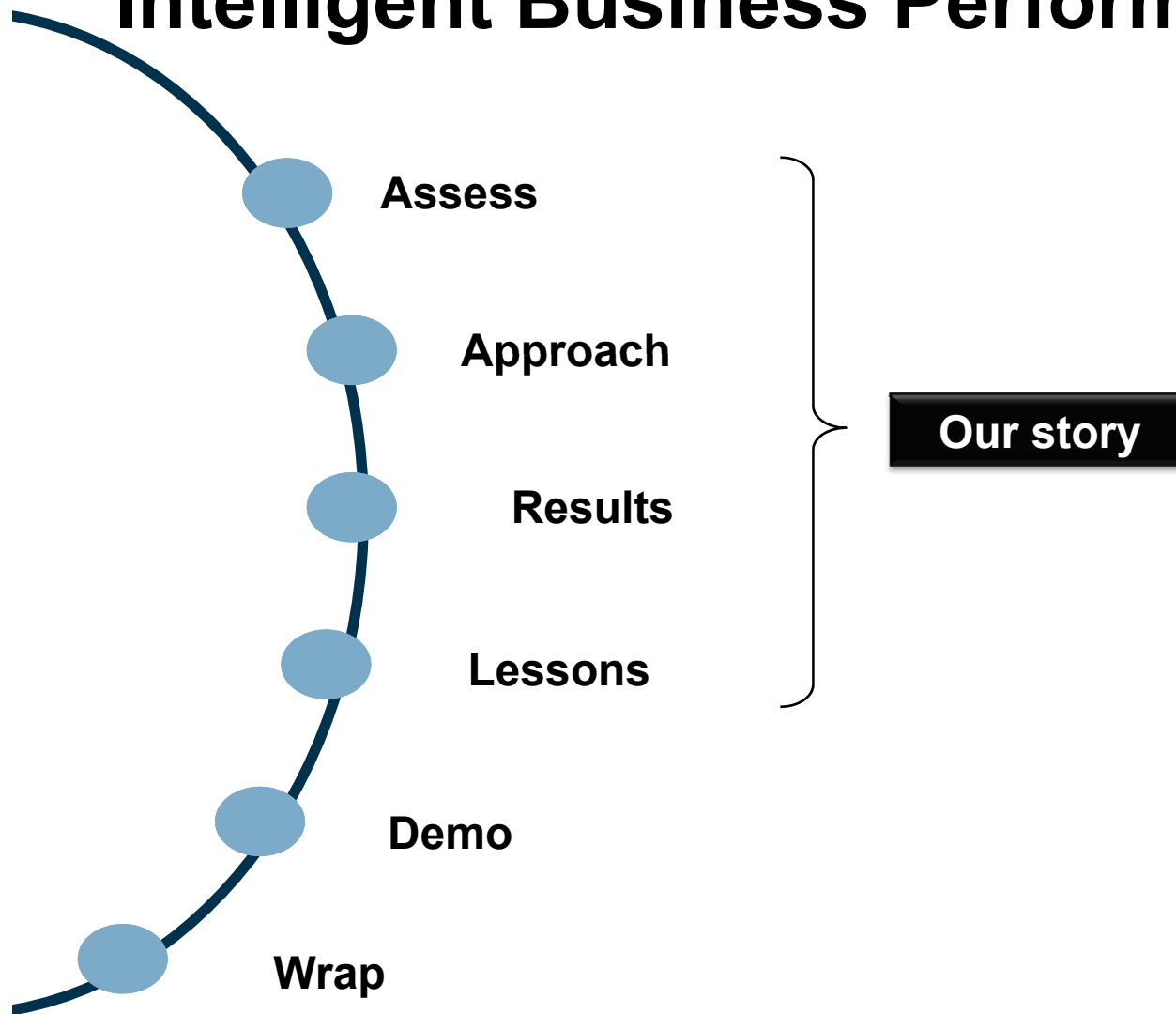
INTELLIGENT BUSINESS PERFORMANCE: DRIVING BUSINESS RESULTS

Wayne Banks

Chief Financial Officer



Intelligent Business Performance



Since 1959, CSC helps clients achieve competitive advantage

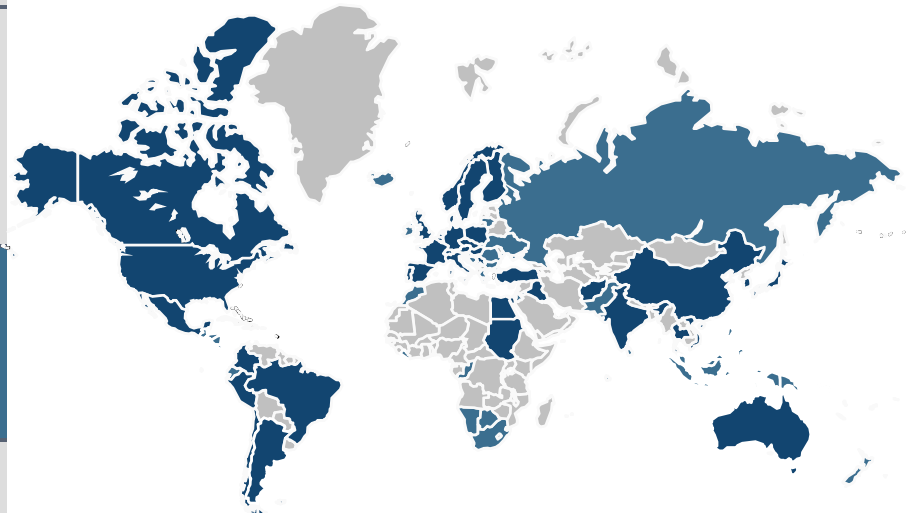
We are a **world leader** in leveraging IT to develop business solutions and services

\$17.3 billion in revenue globally and **\$1.3 billion in revenue** in Australia - the fastest growing IT services organisation

Our **91,000 professionals** serve clients in more than 90 countries - **3,700 employees** in Australia with offices in every capital

Market-leading corporations and major government agencies partner with us **when delivery is critical to their mission**

We are CSC: an NYSE, Fortune 200 and Fortune "Most Admired Company" — **50 Years Strong**



Across the globe — when delivery is critical

In Australia, we have a strong reputation for performance, technical depth and customer focus

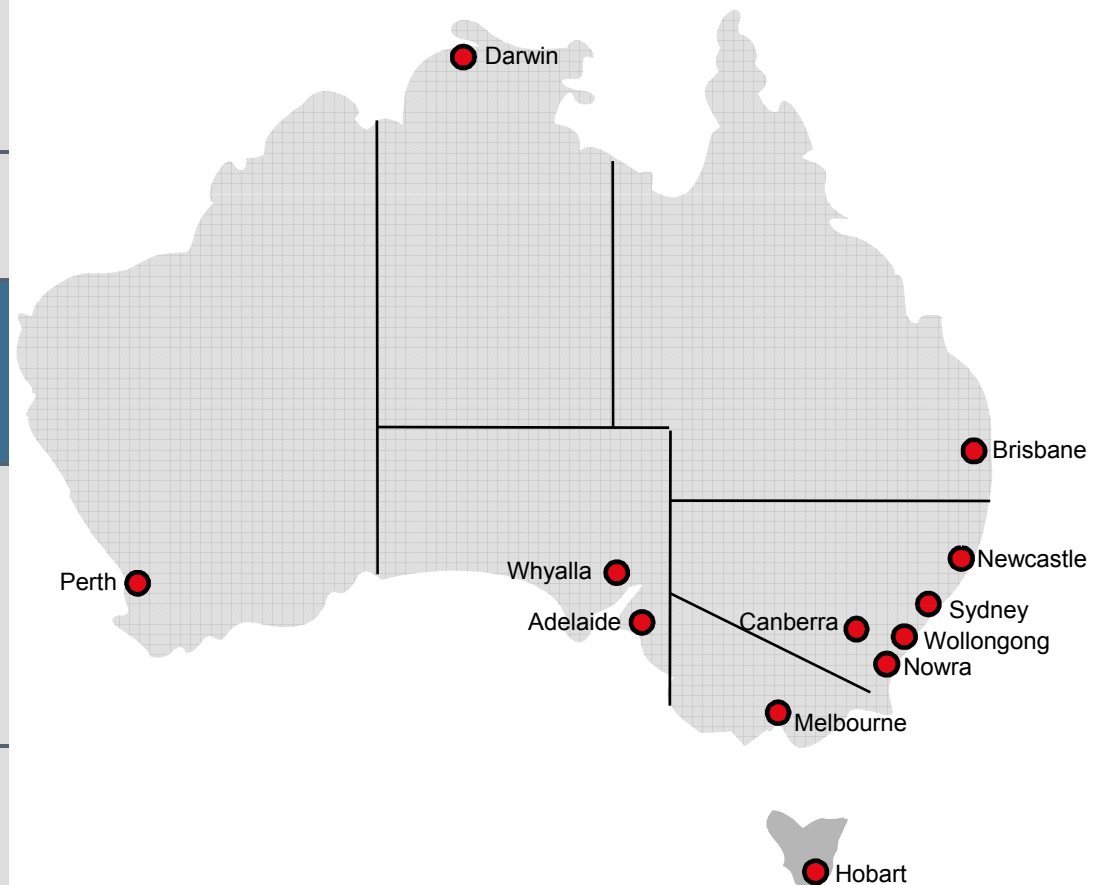
We are a **responsive partner** who provides a diversified range of effective business solutions and services

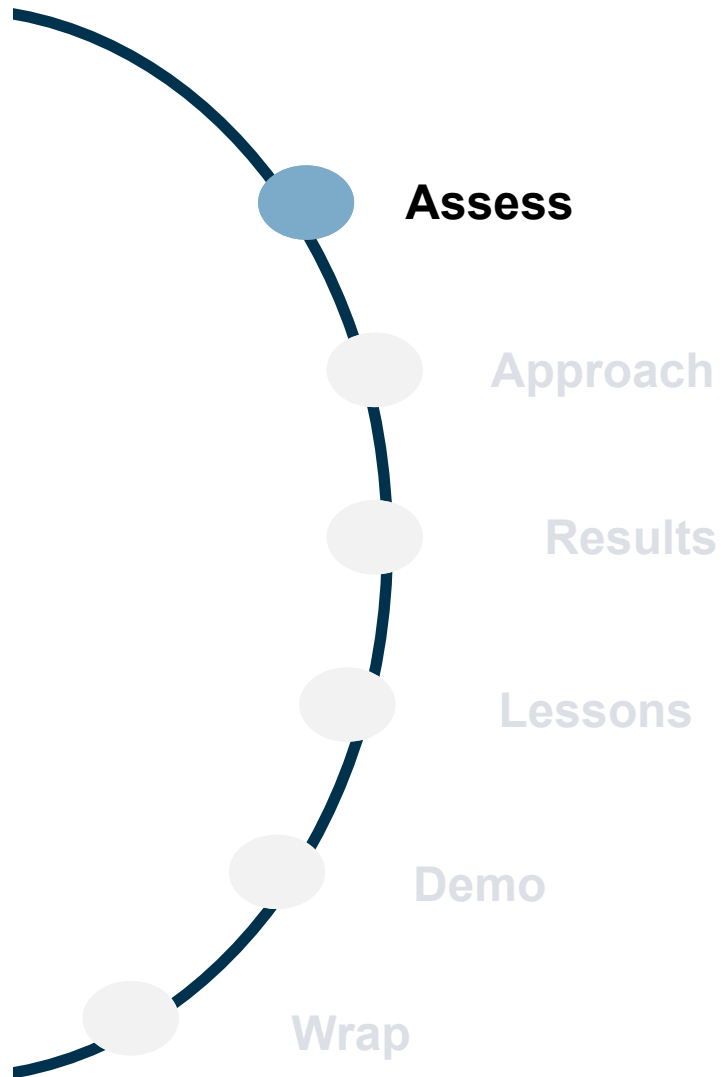
Well-managed, financially strong with **\$1.3 billion in revenue**

Our **3,700 professionals** serve clients across Australia

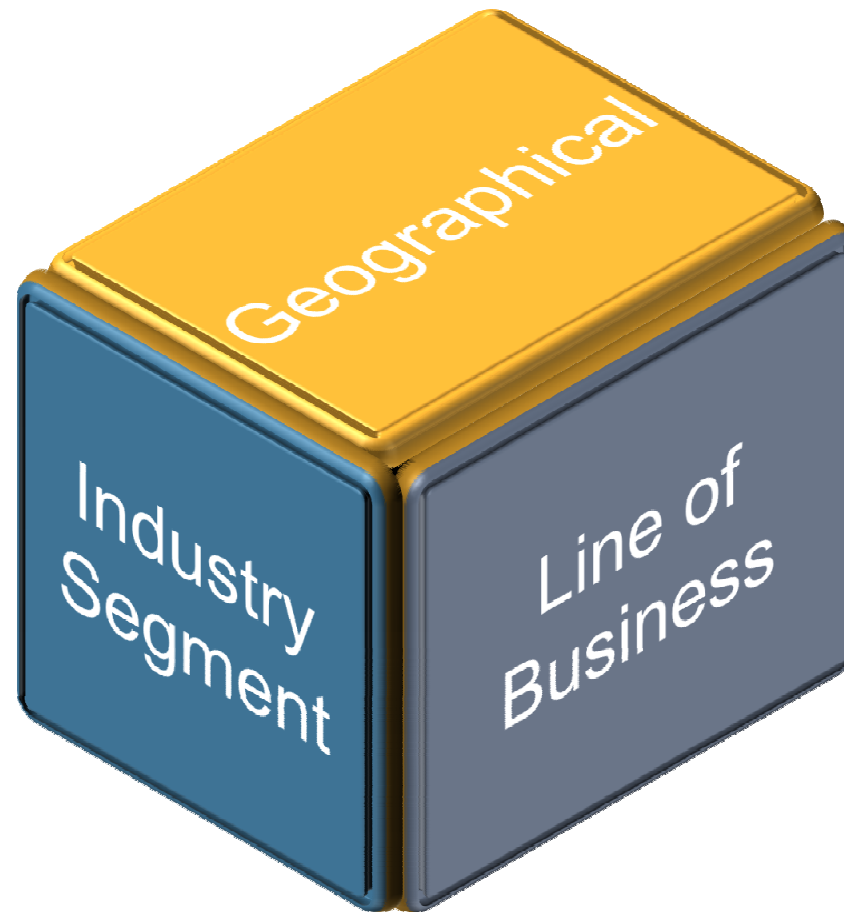
Industry verticals: Defence, Health, Financial Services, Manufacturing, Natural Resources and Public Sector

We have a tradition of excellence with a **40 year legacy of delivering results**





Assess your business model



Know how your business operates

What would your internal customers say?

Revenue and cost are required at product level

Simplify our costs

We need pricing support

We currently have a fractured finance team

There's no opportunity for review of forecasts

Report cost to match accountability

Free up front line analysts

Take too long to close the books

What would your team say?

We don't have the right tools

I don't get time to analyse the data...

My role's not clear

The process is unclear

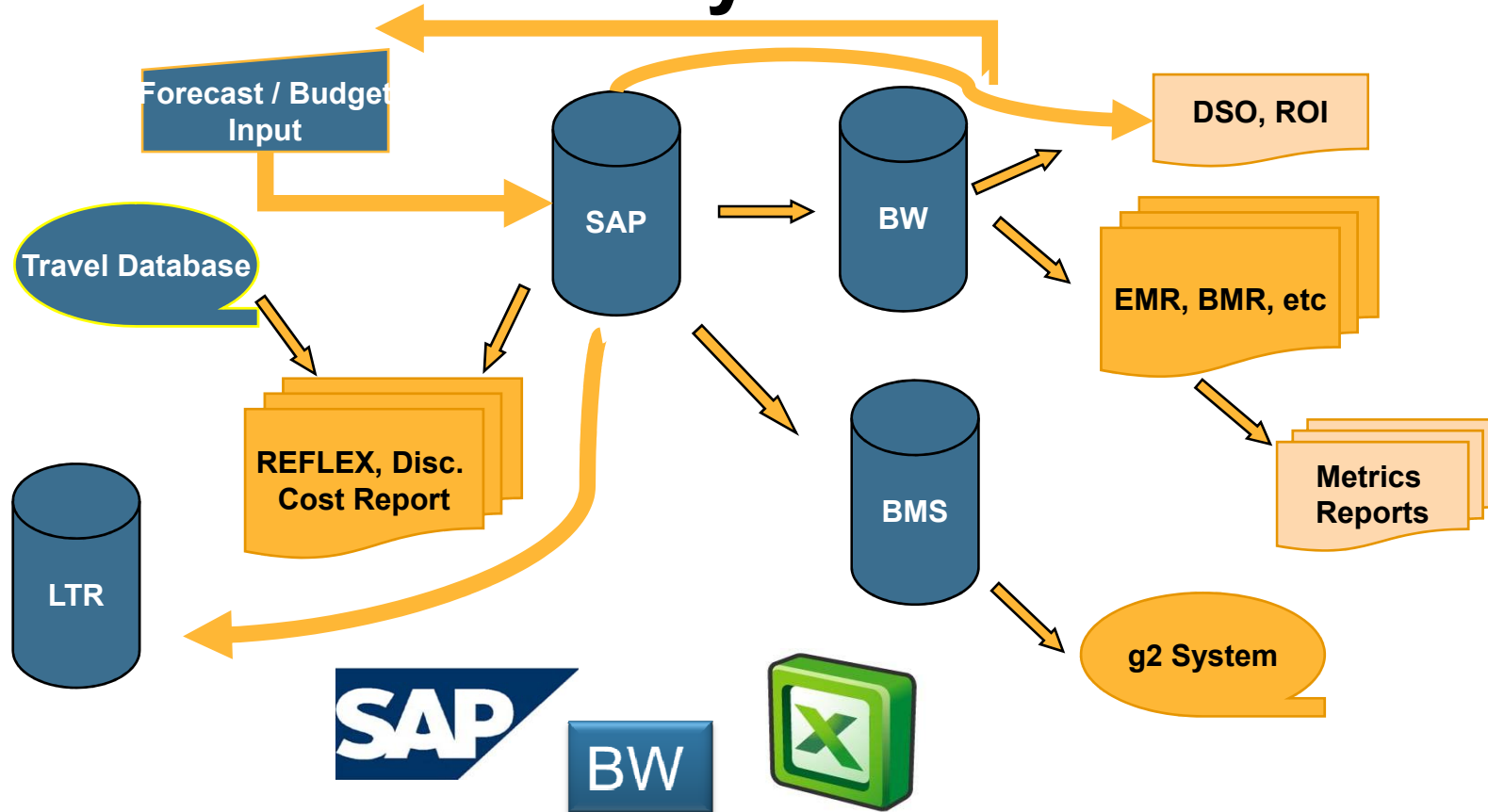
It's too hard to change the tools

There are too many unnecessary steps

There's too much duplication

Have you got the right people focussed on the right things?

Assess your tools...



What are your tools delivering? Data or intelligence

Understand your value proposition

What we need

- CSC Australia Strategy
- Customer Feedback
- Business Needs
- Statutory compliance requirements
- CSC Corporate requirements

What we do

Bill to Collect	Procure to Pay
Value Add Business Support	Record to Report
Corporate Reporting	Planning, Budgeting & Forecasting
Pricing	Payroll
Tax & Treasury	Group Accounting

What we deliver

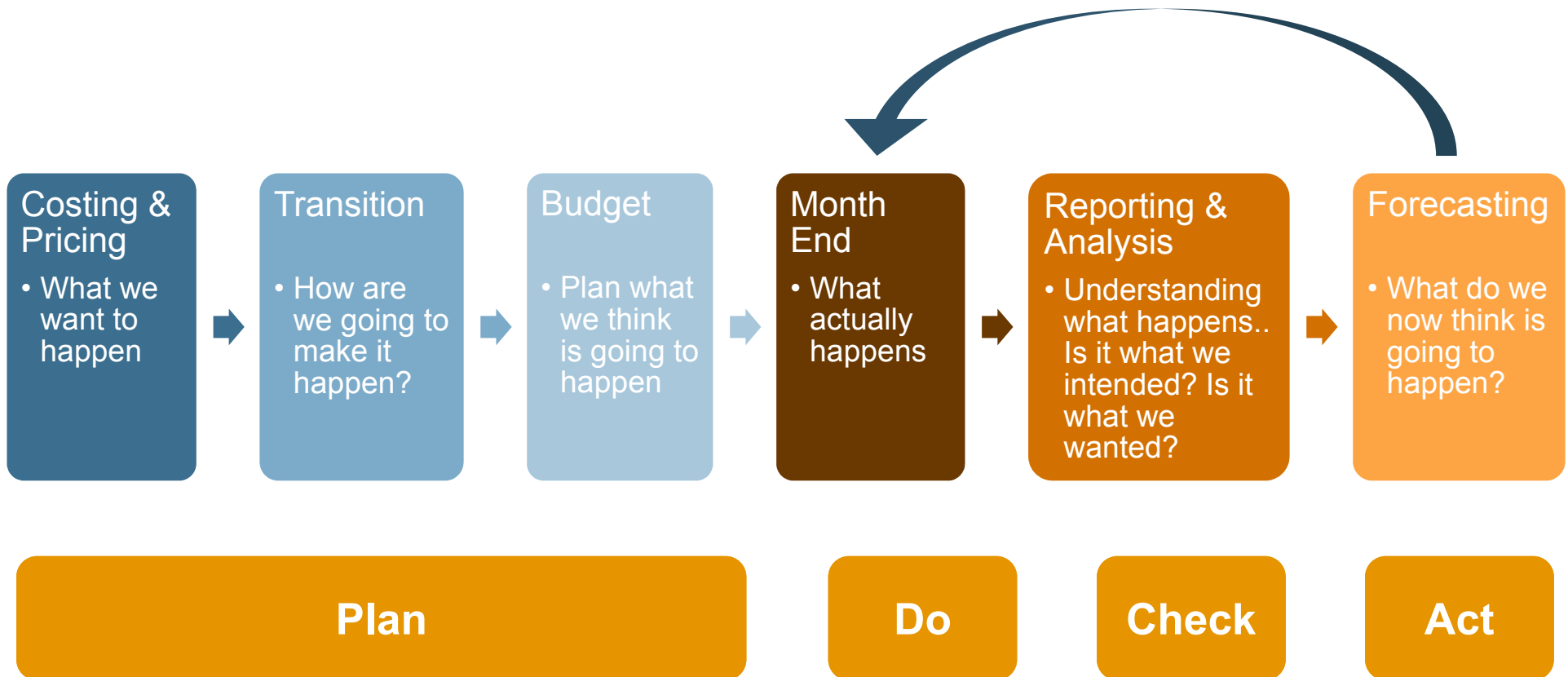
- Business Performance reporting
- Operational Plans & Budgets
- Specialist Business Advice
- Strategy Evaluation
- Regulatory and Corporate Statements

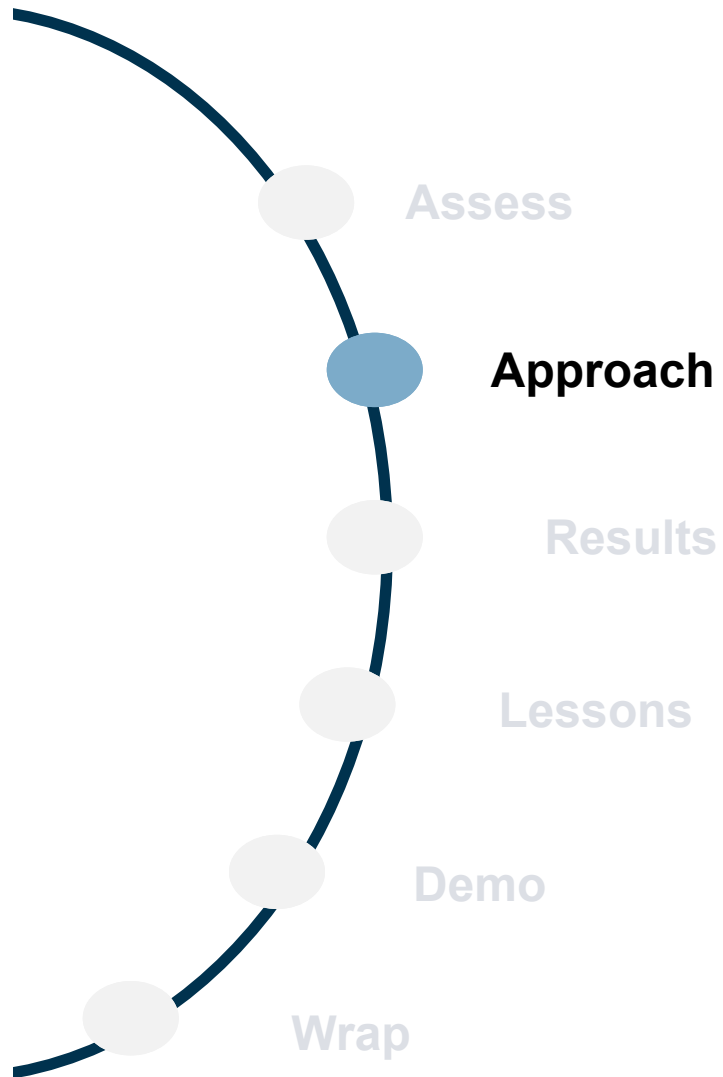
To whom

- Industry Verticals
- Account Teams
- Service Delivery Teams
- Support Teams
- CSC Corporate

Standard process improvement tool - SIPOC

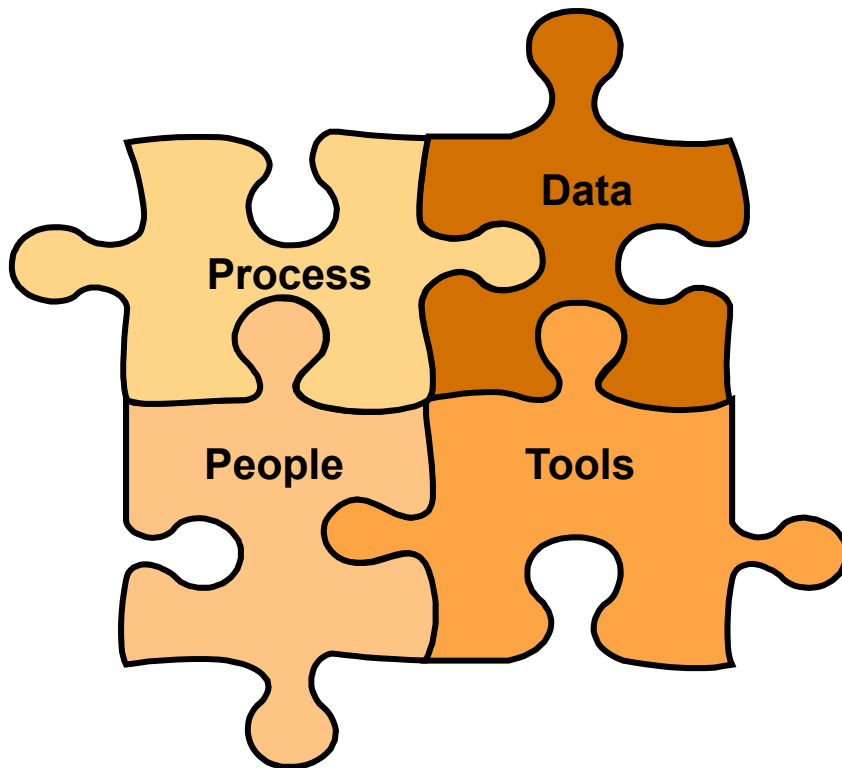
What are your key business cycles? “The money train”



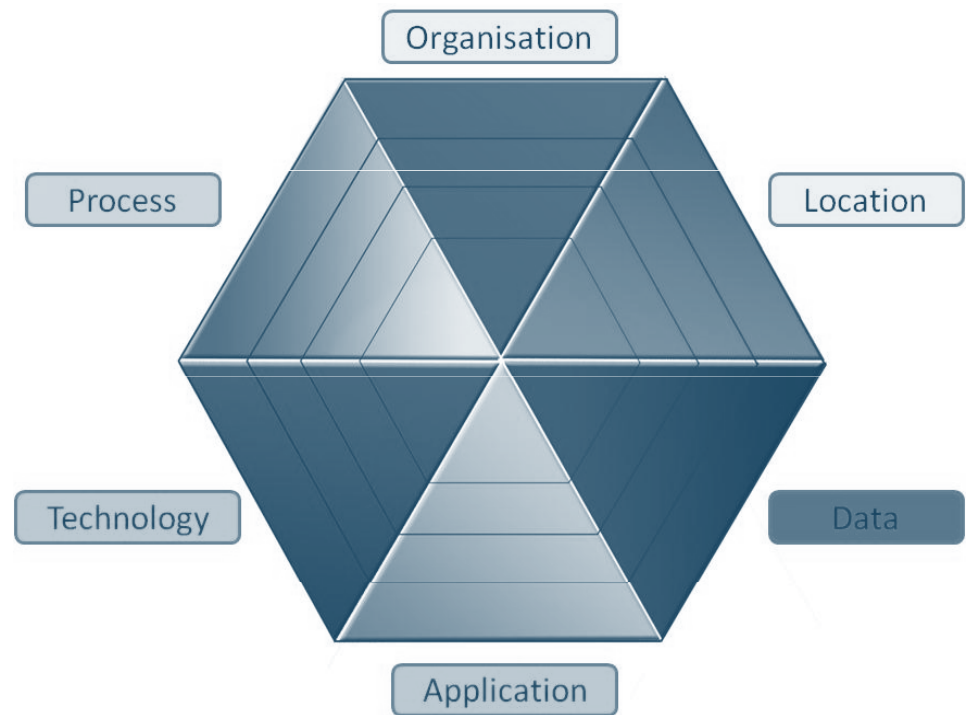


A holistic approach

Key pieces of the puzzle...

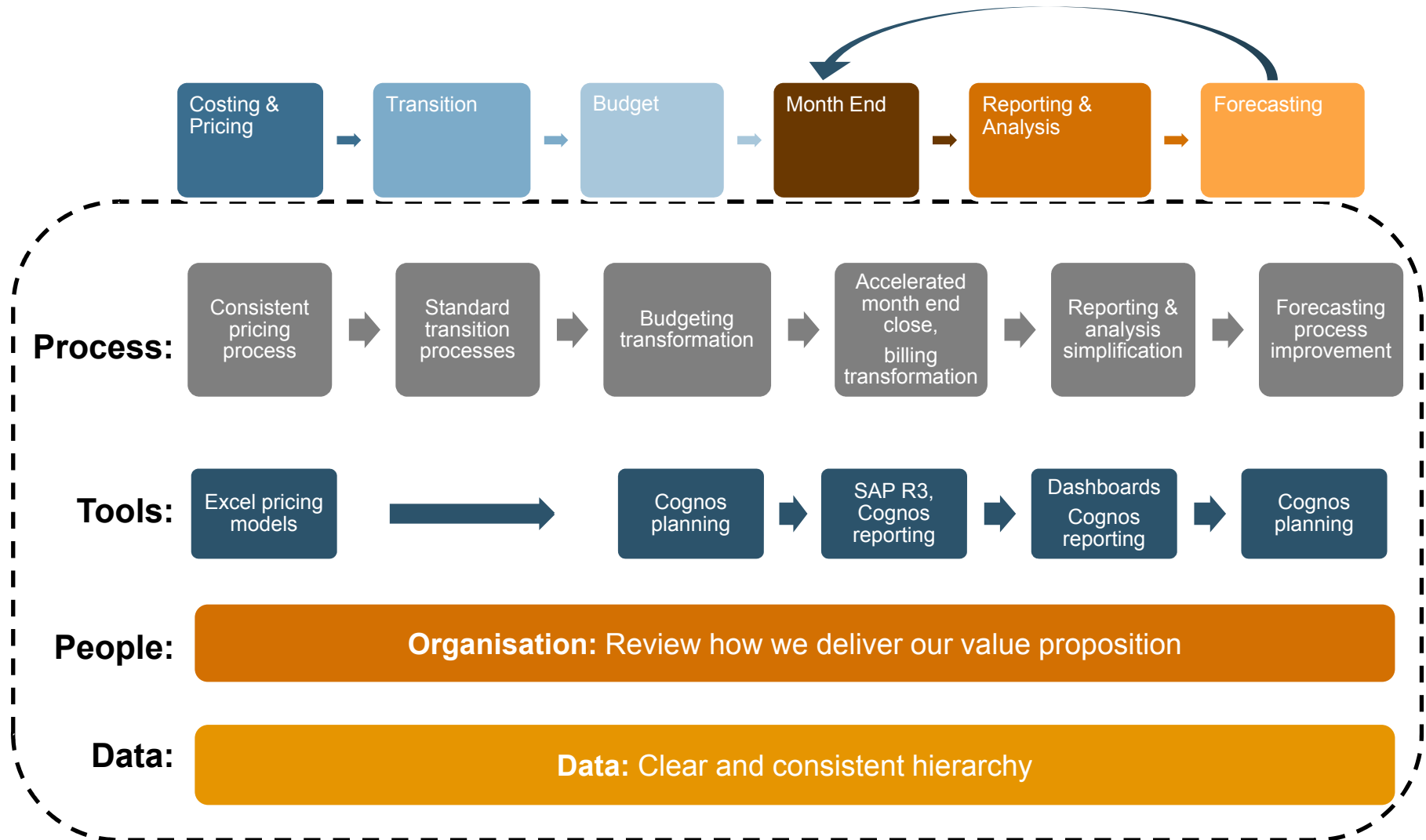


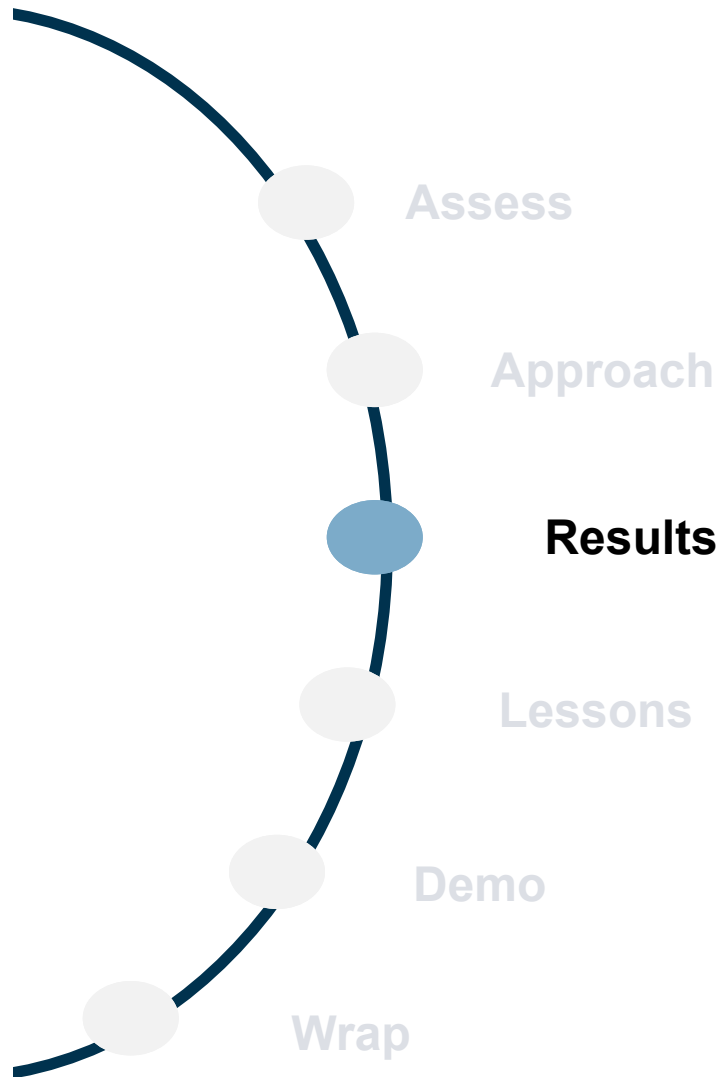
CSC CatalystSM Methodology



It's not all about the technology

How does it all fit together?





What success looks like

Measuring & monitoring – How are we doing?

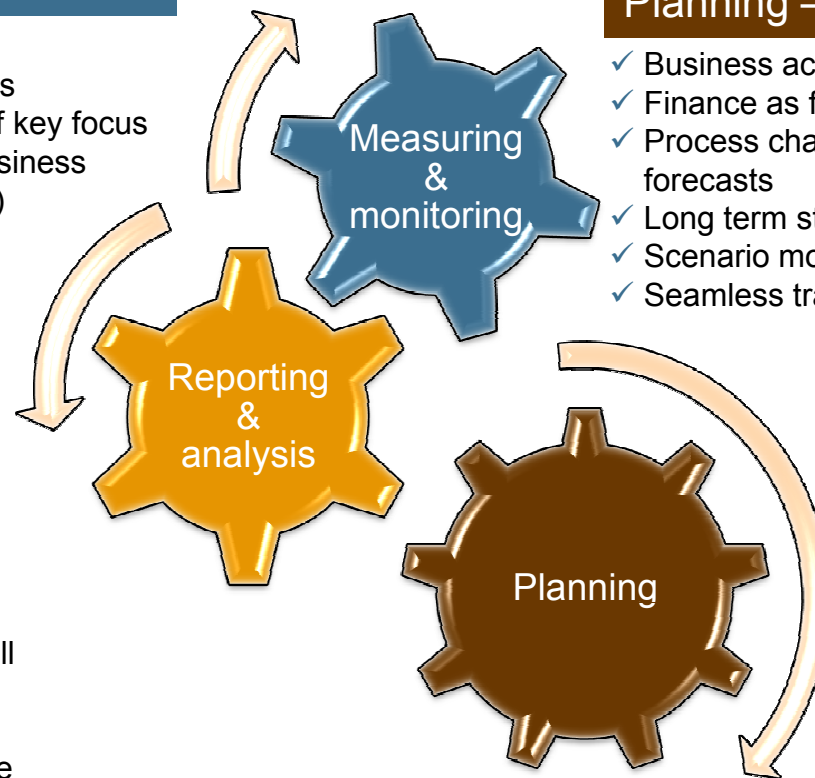
- ✓ Key performance metrics
- ✓ Business & Financial measures
- ✓ Dashboards providing areas of key focus
- ✓ Integrating a whole suite of business information (eg, new business)

Planning – What should we be doing?

- ✓ Business accountability and sign-off
- ✓ Finance as facilitators
- ✓ Process change to allow more time in monthly forecasts
- ✓ Long term strategic planning
- ✓ Scenario modeling
- ✓ Seamless transition into ERP

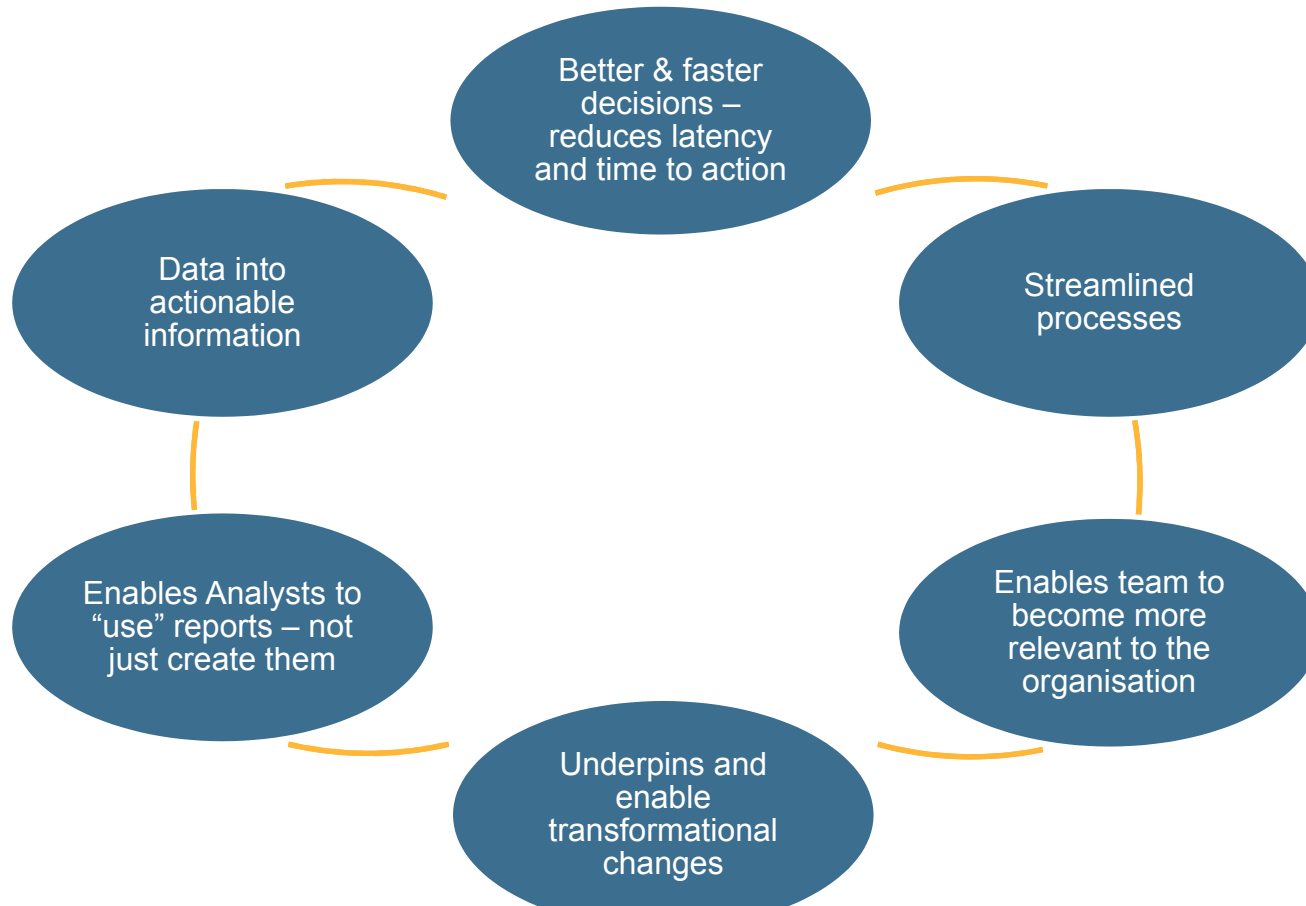
Reporting & analysis – Why?

- ✓ Interactive dashboard reporting
- ✓ Demand pull reporting instead of emailed packs
- ✓ Interact with the information – drill down / drill through
- ✓ Standard reporting framework
- ✓ Analysis studio – data warehouse



Integrated capability: “How”, “Why” and “What” = Agility

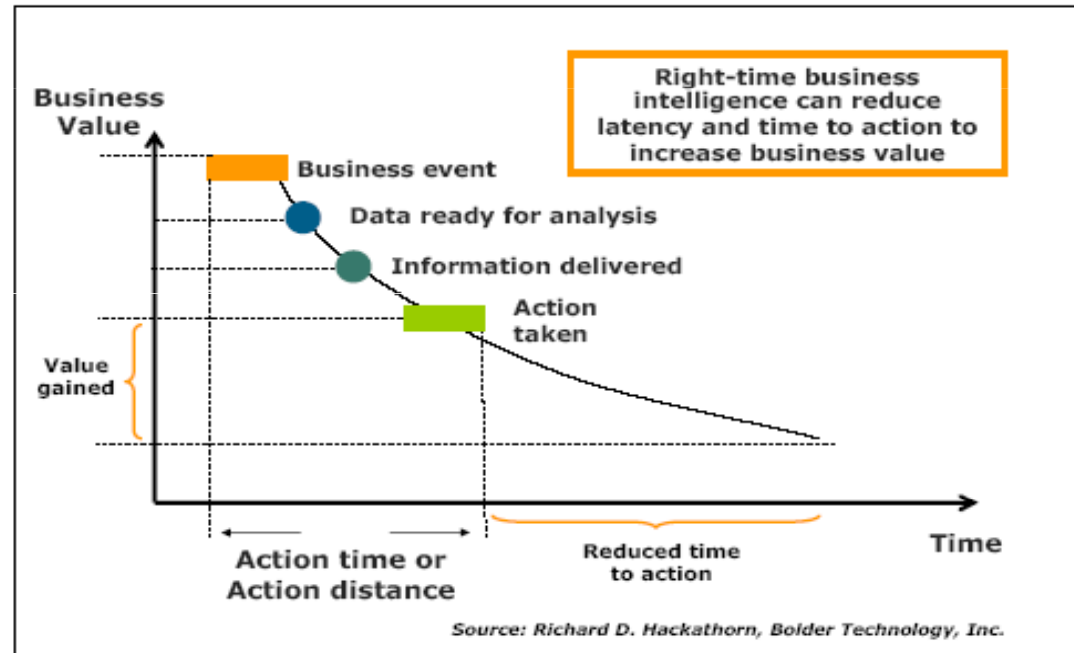
Intelligent Business Performance delivers...



Right people, right focus on the right things

Giving yourself the competitive advantage

- > Delivering the right information to the right people at the right time for decision making purposes
- > Shortening the overall decision cycle



Data

- “What happened”
- Produce / Validate and Check

Information

- “Is it a problem”
- Variance to Plan

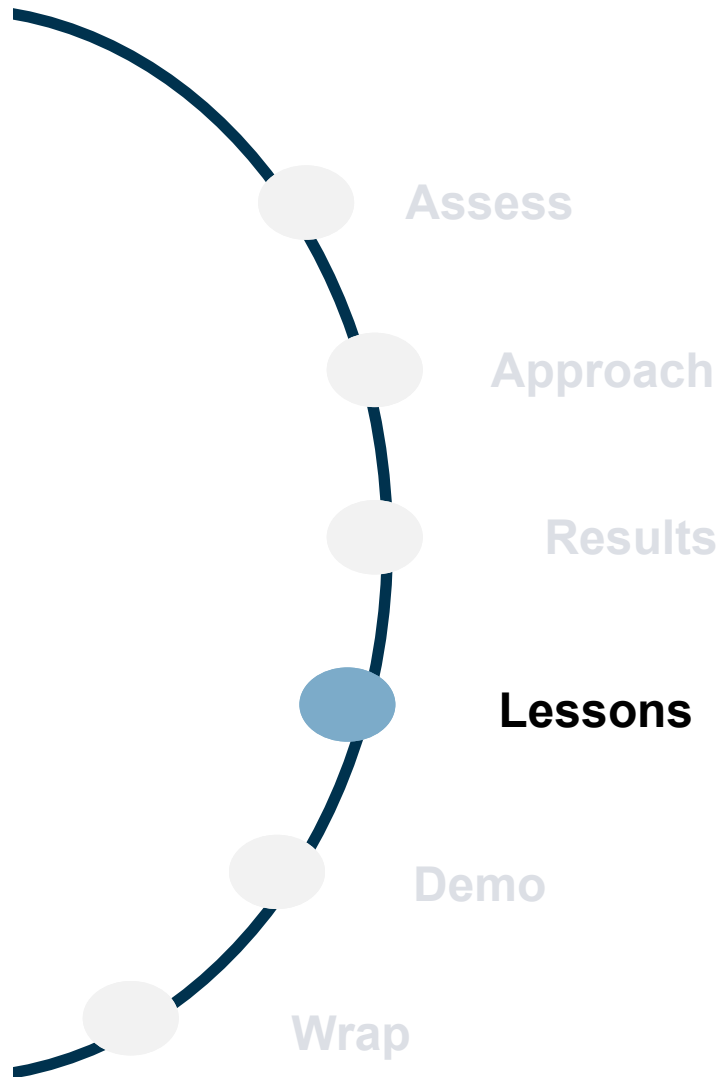
Knowledge

- “Why did it happen”
- Put into Business Context

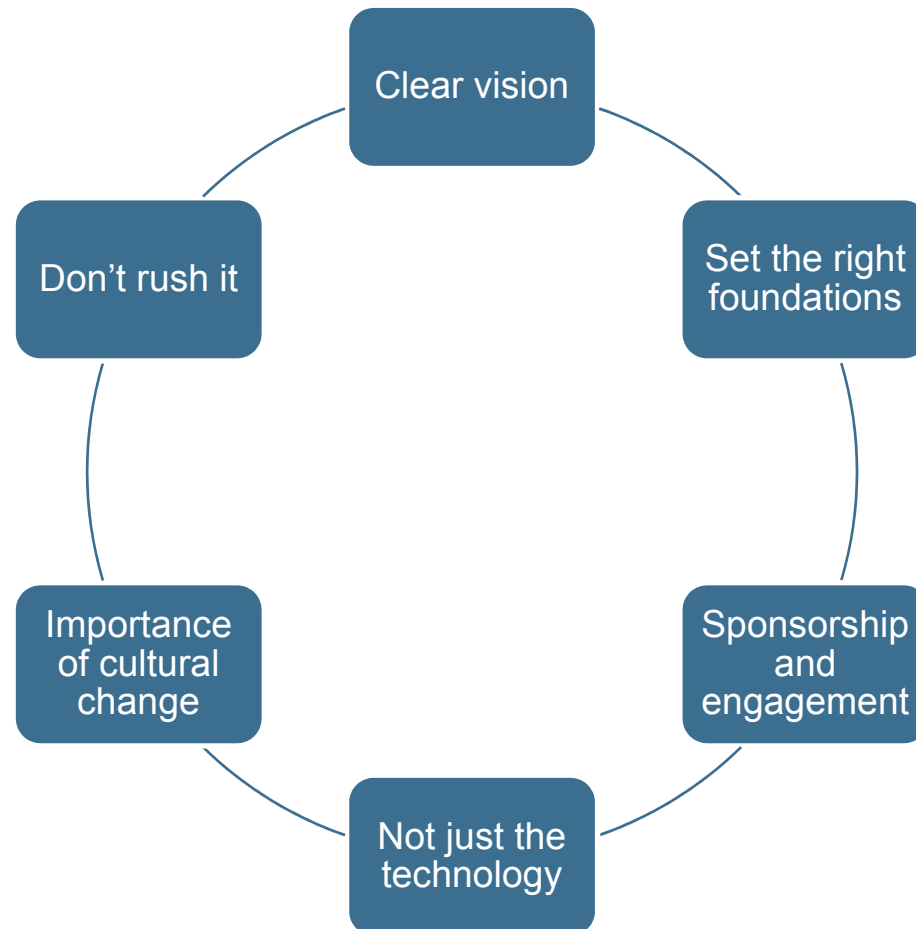
Intelligence

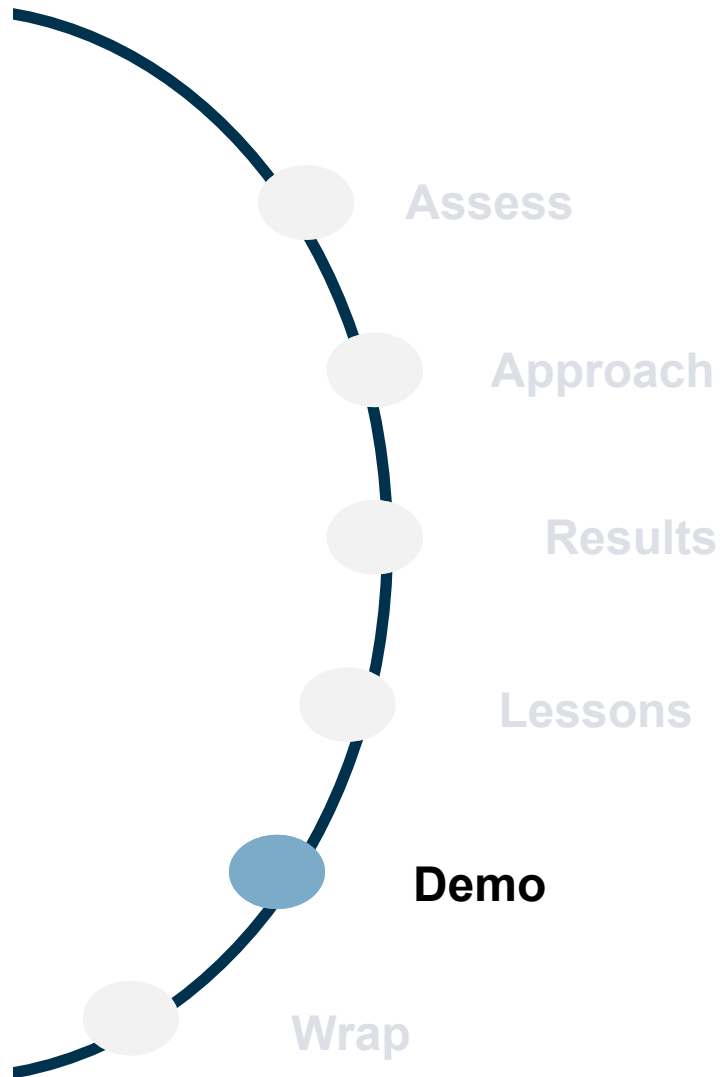
- “How do I fix it
- Put into Strategic Business Context

Decision support = Competitive advantage



Critical success factors – “lessons from the trenches”







Key Takeaways

Know how your business operates

Right people focussed on the right things

Holistic approach – it's not all about the technology

Integrated capability: “How”, “Why” & “What” = Agility

Tools underpin decision support



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