RETAIL FINANCIAL WORKBENCH AND SCORECARD



PERFORMANCE BLUEPRINT IMPLEMENTATION GUIDE

A WEB-BASED PERFORMANCE MANAGEMENT APPLICATION







In many retail organizations, processes and systems are disconnected. Finance, operations, marketing, and merchandising departments operate in silos. This makes it difficult for chains to coordinate consistent business strategy and performance objectives. The result is often missed revenue and profitability targets. Moreover, retailers may experience lower margins, reduced market share, and dissatisfied customers.

Instead, what chains require is an integrated planning process—where departments and divisions work toward common objectives and goals. The IBM Cognos Retail Financial Workbench and Scorecard Performance Blueprint provides a performance management framework that allows organizations to do just that. Using the Blueprint, executives can model the financial impact of business decisions, standardize and consolidate the planning process, and gain consensus between top-down and bottom-up operational plans. Through scorecarding capabilities, they have a visual snapshot of performance for key metrics. This provides visibility and accountability chain-wide to a single set of financial measures and business goals.



IBM COGNOS PERFORMANCE BLUEPRINT OBJECTIVES

The *IBM Cognos Retail Financial Workbench and Scorecard Performance Blueprint* delivers tools for integrated company-wide planning and analysis of results against plans. Integration of operational plans and standardization of metrics ensures retailers can meet growth and profitability objectives while providing the best shopping experience for customers.

Executives and planners can measure performance, do 'what-if' modeling, and coordinate operations and financial plans to meet company goals that satisfy market needs. Best-practices, built-in workflow, powerful modeling, and exception-based planning capabilities give them an easy-to-use, seamless process for financial planning.

Going well beyond the capabilities of a spreadsheet-based system, the Blueprint offers simplified and stream-lined planning, forecasting, analysis, and reporting functionality. It delivers an intuitive top-down and bottom-up planning and reporting environment.

The Blueprint allows finance executives to:

- Integrate the planning process so that merchandising, finance, operations, and marketing have visibility to top-down strategic plans and are working towards common objectives and projects.
- Perform 'what-if' analysis for sales and costs to determine the impact on resulting financial statements and metrics.
- Model business scenarios to determine the financial impact of decisions.
- Generate integrated financial statements (P&L, balance sheet, cash flow).
- Pro-rate revenue and costs to meet investment goals, and change assumptions and drivers to see the affect of these changes on financial metrics—while holding other factors constant.
- Rapidly re-forecast to adjust to changes in costs or revenue.
- Drive collaboration, and streamline the approval and monitoring process. Cross-functional teams gain the ability to work collaboratively.
- Use a synchronized top-down planning environment to consolidate bottom-up plans and reach consensus between corporate financial goals, business objectives, and operational plans.

The Scorecard gives managers the ability to:

- Set, measure, and monitor key performance metrics based on standard financial statements.
- Ensure ownership and accountability for performance.
- Assign a primary owner for every metric.
- Organize and view scorecards by status (good, average, poor) and trend (up, down, steady).
- Set alerts and notifications to keep you aware of when a metric changes status.
- Embed business intelligence capabilities into your scorecards for added context and analysis.
- Manage corrective actions and initiatives.

A senior finance executive first uses the Financial Workbench to conduct *what-if* analysis, model the impact of business decisions, and create a company-wide strategic financial plan. All operational areas (stores, channel, marketing, merchandising) utilize the plan as the top-down starting point for their individual bottom-up plans. Once operational plans are complete, the Financial Workbench consolidates the bottom-up plans, gains consensus between top-down and bottom-up plans, and allows additional modeling to quantify the impact of business changes. The completed plan then generates integrated financial statements: Income statement (P&L), balance sheet, and statement of cash flow.

The Financial Scorecard monitors key metrics from these financial statements on an ongoing basis. IBM Cognos Metric Studio provides alerting, trending, and actions tracking for metrics correction when out of compliance. It offers a visual representation of key financial performance measures, based on standard financial statements. A Cognos financial scorecard allows executives and managers to monitor execution of strategy against targets. It delivers a standard set of KPIs, allowing management to assign owners for every metric and set alerts and notifications. Management can communicate goals consistently, manage corrective actions and initiatives, and push KPIs further into the organization.

This Implementation Guide demonstrates a Web-based process for managing top-down and bottom-up integrated planning using IBM Cognos 8 Planning and IBM Cognos 8 Business Intelligence, and provides an overview of the model design and complexities to be used as a guide for applying it in a customer environment.

The models and processes described in this document are generic for retail financial planning in the United States, but can be configured to support alternative model requirements and to accommodate planning in any country.

In addition to the benefits specific to the *IBM Cognos Retail Financial Workbench and Scorecard Performance Blueprint*, the IBM Cognos 8 Planning tool provides significant benefits to an organization through its inherent capabilities:

- Flexible model development to support a wide variety of planning models;
- Web-based or Excel-based deployment of models for data collection and consolidation;
- Easy version control;
- Real-time workflow that drives collaboration;
- Real-time consolidation;
- Real-time reporting;
- Real-time calculations in the browser for immediate results;
- Audit and user textual annotations at the cell, worksheet, and model level to drive collaboration;
- Drop-down validation lists for ensuring data consistency;
- Scalable architecture with proven deployments to thousands of users;
- Linking functionality to provide divergent yet interrelated components of a planning environment;
- Off-line capabilities;
- Custom date capabilities with no limit on the time dimension, allowing planning by the week, season, period, quarter or year;
- Unique multi-directional calculation engine that allows input across any dimension at the detail level or the total level.

REPRESENTATIVE WORKFLOW

The following sections of this implementation guide describe the process in which finance professionals might participate during the planning process. This guide will also provide additional insight into modeling techniques, calculations and linking used throughout the Blueprint.

Retail portal

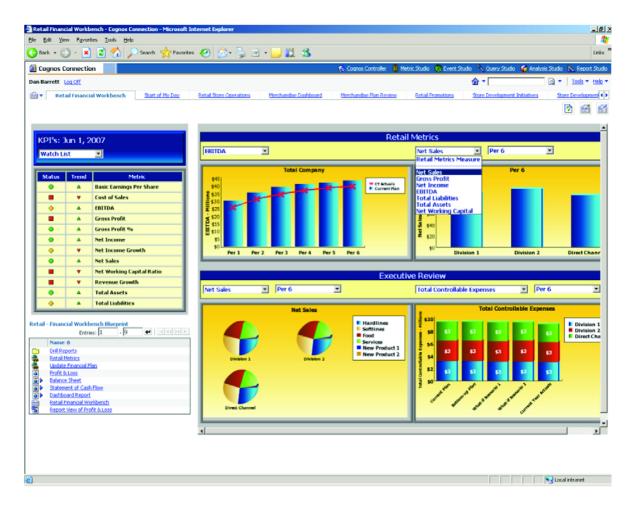
The starting point for the *IBM Cognos Retail Financial Workbench and Scorecard Performance Blueprint* is the Retail Financial Workbench portal, containing performance indicators pertinent to a finance manager. The finance manager uses the Retail Financial Workbench portal to review any variances between actuals, current plan, and targets and identifies corrective actions. Managers can then make any necessary adjustments to the current plan.

Retail Financial Workbench portal

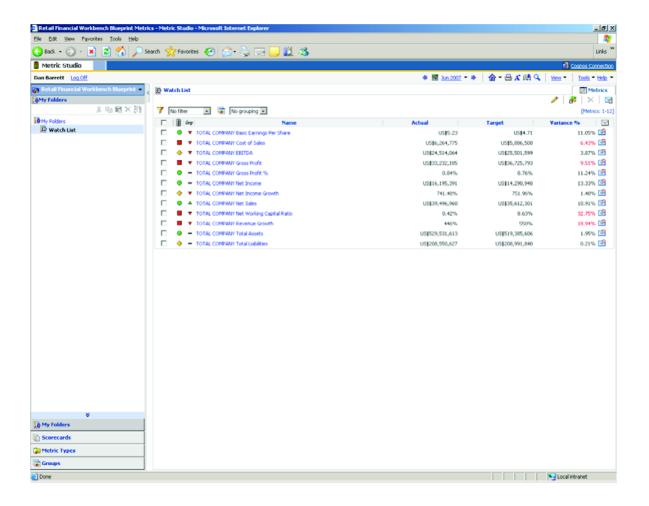
In this portal, you see a view containing several key reports used to analyze actual and planned results against targets. In the KPI's pane, you see a view of key metrics including a color coded status (green for good, yellow for average, and red for poor) and trend (up, down, steady). Just below this report is a list of available links to other reports or applications relevant to this finance manager. To see the actual plan to make updates or review the detail behind the current plan, the finance manager can click the update financial plan link.

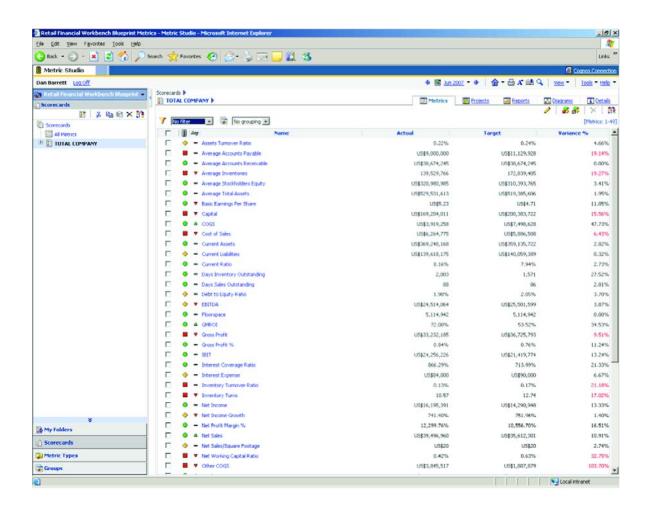
In the Retail Metrics pane, you see two views with a selection to change which metric and/or time period to view. The current view shows the total company earnings before taxes, interest, and depreciation by period, and net sales by division for period 6. In the Executive Review pane, you see a visual breakout of performance across divisions or channels and by product line. The view on the left shows net sales by division and product line for period 6 while the view on the right shows total controllable expenses by division for each of the various scenarios for Period 6. Dropdown selections allow you to choose which key financial measures to view. This portal provides the finance manager with a tool for reviewing any variances between actuals, current plan, and targets and is used to identify any necessary adjustments to the current plan.

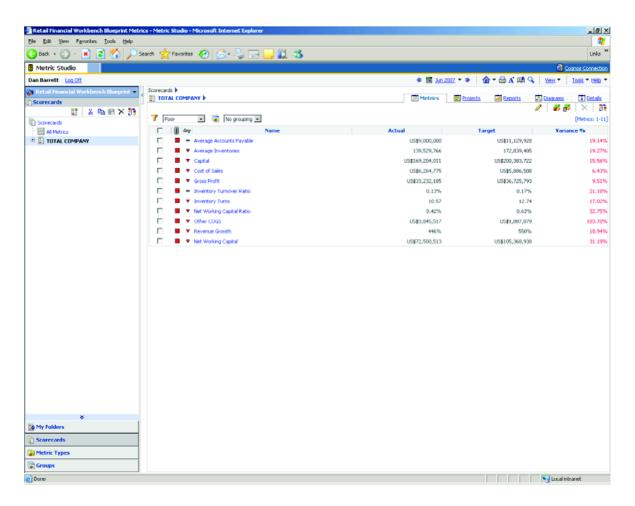




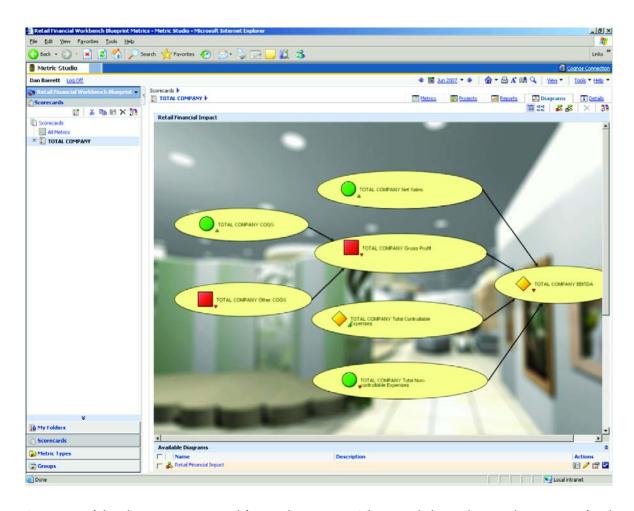
In the top left pane, a Watch List is displayed using IBM Cognos Metric Studio. The finance manager can see a quick view of key metrics for actuals, targets, and variances with color-coded alerting and trending. The user can view their watch list of metrics or see a list of every available metric. A primary owner can be set for each metric ensuring that accountability for results is appropriately assigned and communicated throughout the organization. The user even has the option to filter by alert status, for example to view only metrics with variances against target that are poor.





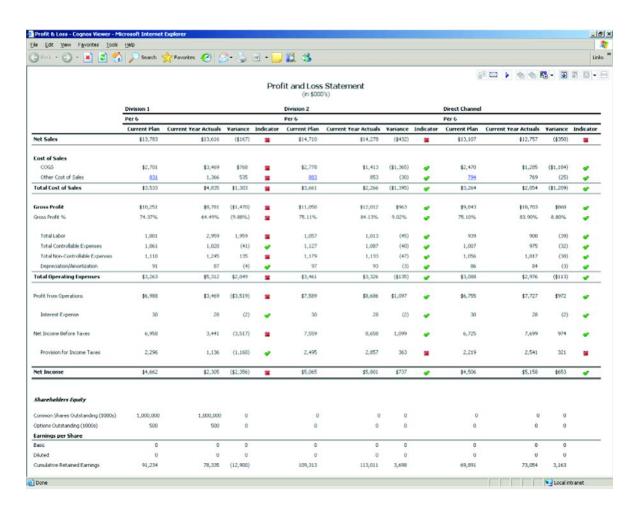


In IBM Cognos Metric Studio, the Retail Financial Impact scorecard provides a visual snapshot of key financial performance measures compared to targets. The scorecard includes color-coded alerts and trending allowing for quick analysis of the measures vs. corporate targets.

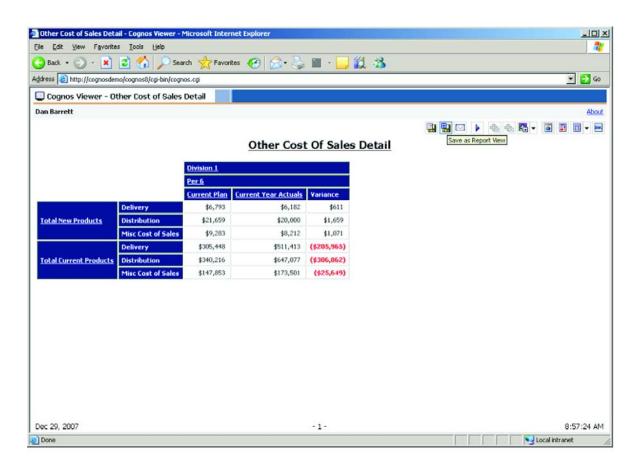


An output of the Blueprint is integrated financial statements. The P&L, balance sheet, and statement of cash flow are generated based on the current plan. Current plan results can be compared to actuals by division/channel and the variances can guide analysis of results and indicate where adjustments to plan may be necessary.

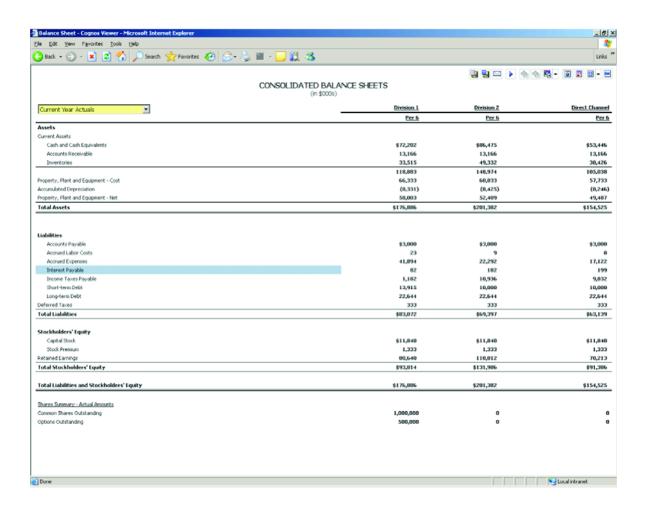
The P&L statement includes plan and actual data with variances and an indicator for a quick view of items with positive and negative variances.

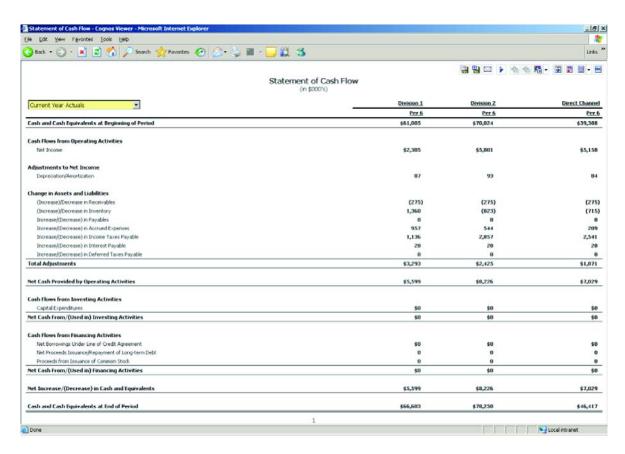


By drilling down on other cost of sales from the profit and loss statement link, the Other Cost of Sales Detail report opens and shows a breakout of cost of sales by total and new products and by cost grouping for a further level of analysis. The variance field is set to alert to negative variances by shading these variances in red. Drilling down on any account grouping in the profit and loss statement would open a similar report for analysis.



A formatted balance sheet and statement of cash flow are also produced from the plan data and are shown below.





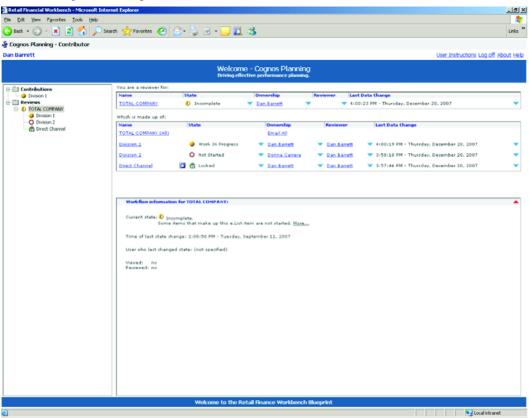
Financial Workbench

Following the analysis performed in the previous section, the next activity involves updating the financial plan.

A key component to the financial plan is the built-in workflow. As finance professionals, referred to in IBM Cognos 8 Planning as contributors, are planning and validating their financial plans, senior managers, referred to as reviewers, have real-time visibility to the workflow status of that information. In this Blueprint, integrated financial planning is performed by division or channel. Reviewers can see the workflow status of each division, and can be co-owners of that information, allowing them to make edits, if required. All workflow status changes, data consolidations and aggregations occur in real-time as the information is saved by the contributors, making frequent planning iterations possible.

Before data is entered, the state of the plan is designated as \bigcirc not started. Once a plan is saved, the state becomes \bigcirc work in progress and remains accessible for further editing. When an item is submitted, the plan is \bigcirc locked and is accessible in a read-only state. The locked state indicates that the plan is ready for review. Reviewers can review the plans in any state, but can only reject a locked plan item. When a locked plan is rejected, it returns to a state of work in progress, making it editable once again for the owner of that plan.

The following is an example of the workflow:

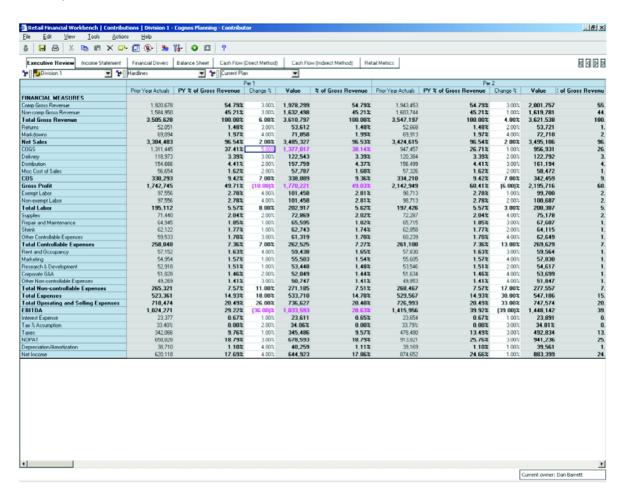


Throughout this document, we will follow the planning process for Division 1.

Executive Review

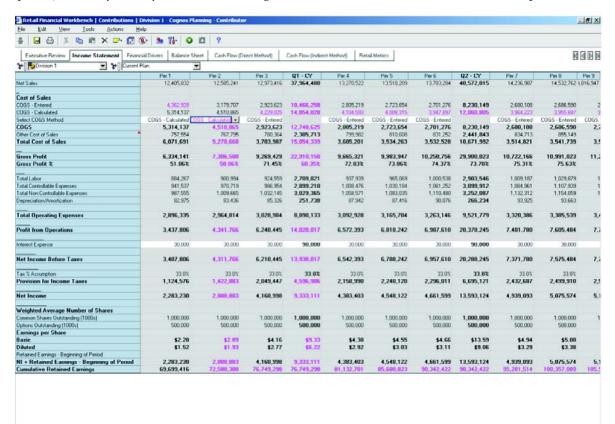
The first tab in the financial plan is the Executive Review. This tab shows prior year income statement data and calculates income statement measures for the current year based on user input. This view is showing data for the current plan. Other versions available include bottom-up plan, original plan, *what-if* scenarios 1 and 2, variances between the different plans and a review of current year actuals. All of these versions are accessible through a drop-down list and are can be seen in each tab in the model. Prior year actuals data is loaded from the system of record.

Fields available for input are shaded white; in this case our only input is the change % field for each period. The users can enter year-over-year growth percentages for each period by each product line to achieve the desired results for the forecast periods. The user can choose to input to either total product lines, a product category, or individually to each product line. When inputting to a subtotal level, the data would break back and apply to each item making up that subtotal. Using breakback functionality can greatly reduce the number of individual inputs required in updating a plan. As inputs are adjusted, the calculated results automatically roll forward into the income statement.



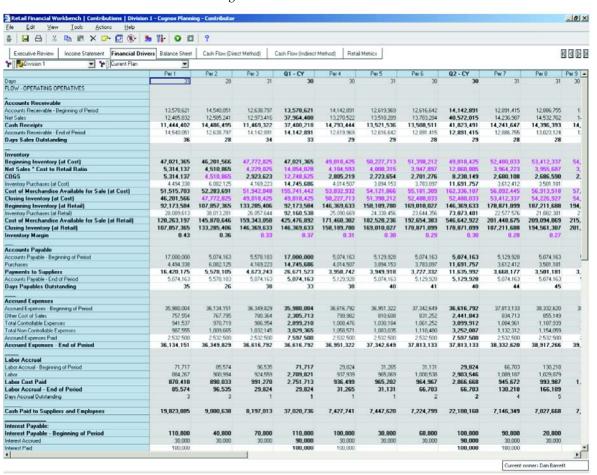
Income Statement tab

The Income Statement tab summarizes data into an income statement view for the current plan by period, quarter, and full year. Any data that has changed since the model was last saved will show in pink.



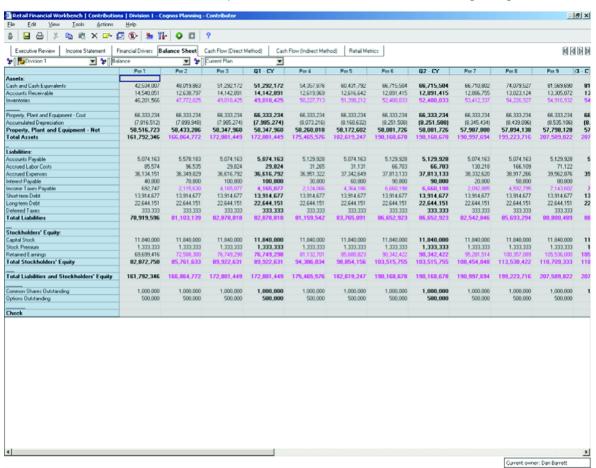
Financial Drivers

The Financial Drivers tab is used to calculate certain Balance Sheet and Cash Flow measures, along with some retail metrics, and is also where assumptions such as days sales outstanding, days payables outstanding, and capital expenditures are captured. Required data from the income statement automatically links into the Financial Drivers tab. Any fields that are not shaded are open for input and should be updated for the current plan. Any changes will then result in updated calculations for the affected balance sheet, cash flow, or retail metric items and will flow through to the rest of the forecast.



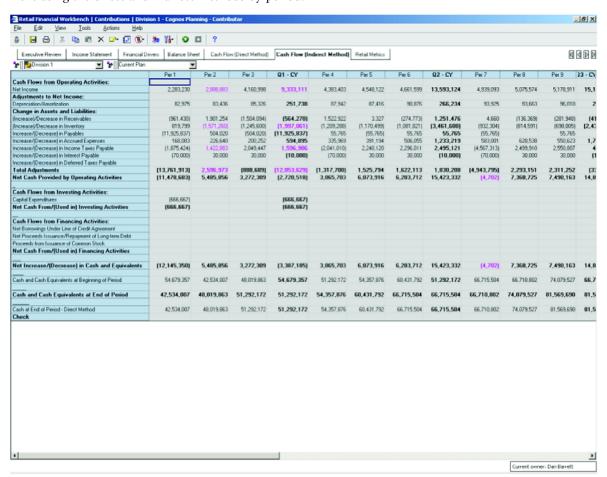
Balance Sheet tab

The Balance Sheet tab contains a monthly view of the balance sheet based on data input in previous tabs.



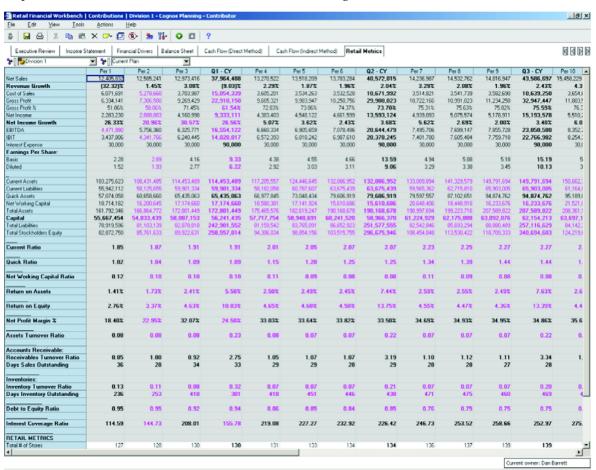
Cash Flow tabs

The Cash Flow (Direct Method) and Cash Flow (Indirect Method) tabs show views of the cash flow statement using the direct and indirect methods by period.



Retail Metrics tab

The final tab in the forecast is the Retail Metrics tab. This tab shows summary calculations from the income statement and balance sheet, along with calculations of many growth percentages and key performance indicators. For example, the current ratio, quick ratio, net profit margin, GMROI, sales to stock ratios, and other metrics which are critical indicators for retailers. Fields requiring input on this tab include total # of stores, floor space, and total square footage. This tab would be used by the contributor or reviewer to get a quick snapshot of the forecast or for a final review before submitting the forecast.



SUMMARY

The IBM Cognos Retail and Financial Workbench and Scorecard Blueprint is quick-start solution that combines a proven approach for leveraging both IBM Cognos 8 Business Intelligence and IBM Cognos 8 Planning solutions in a retail environment. It is the culmination of what we've learned from working with the market leaders in retail including over 325 leading retail stores and chains globally. The Blueprint was developed by the Cognos Innovation Center for Performance Management and is available at no cost to Cognos customers.

With this Blueprint, Cognos, an IBM company, is accelerating the realization of performance management by providing the tools, disciplines, and industry best-practices that help retail organizations remain abreast of the latest operational metrics and business practices. With this Blueprint, Cognos provides a full performance management framework that integrates operational plans and metrics to allow retailers to meet growth and profitability objectives.

Additional IBM Cognos Performance Blueprints for retailers include ones for store operations, store development, promotion and merchandise planning, and more. For more information on Cognos performance management solutions for retail please visit www.cognos.com/retailer.

ABOUT COGNOS, AN IBM COMPANY

Cognos, an IBM company, is the world leader in business intelligence and performance management solutions. It provides world-class enterprise planning and BI software and services to help companies plan, understand and manage financial and operational performance. Cognos was acquired by IBM in February 2008. For more information, visit http://www.cognos.com.



FOR MORE INFORMATION

Visit the Cognos Web site at www.cognos.com



REQUEST A CALL

To request a call or ask a question, go to www.cognos.com/contactme. A Cognos representative will respond to your enquiry within two business days.

ABOUT THE COGNOS INNOVATION CENTER FOR PERFORMANCE MANAGEMENT

The Cognos Innovation Center was established in June 2004 to advance the understanding of proven performance management best practices and enabling technologies. Staffed by experts in planning, management processes, and technology, the Innovation Center partners with more than 500 Cognos customers, academics, industry leaders, and others who want to accelerate adoption, reduce risk, and maximize the impact of technology-enabled performance management practices. Depending on their area of interest, members focus on advancing performance management practices or business intelligence competency, gaining insights from experts and peers who have experienced similar challenges and paths to success. Visit: http://www.cognos.com/innovationcenter/.



