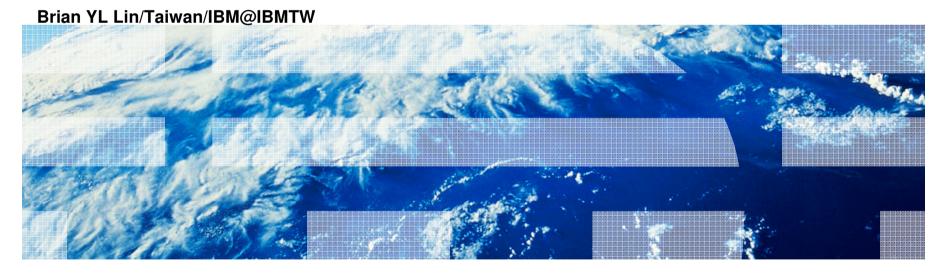
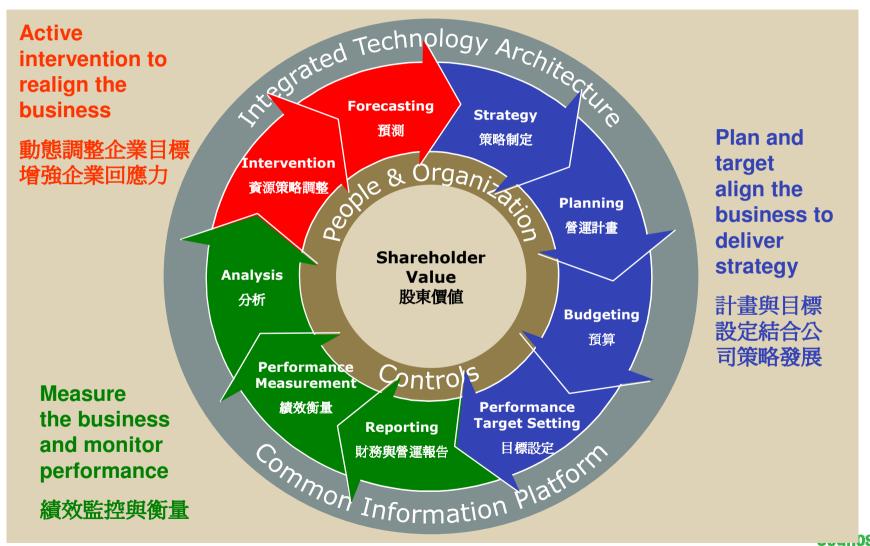


## IBM Cognos TM1 Performance Management Solution

#### **Brian Lin**

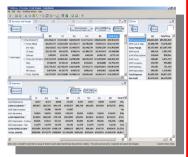


## 高績效企業績效管理文化--回首過去&放眼未來



## IBM 提供完整的績效管理解決方案以滿足企業之需求





# Contract Files | Contr





#### 績效管理(EIS)

- 動態報表分析
- 儀表板
- What-if
- KPI管理
- 戰情室

#### 預算規劃系統

- 年度預算,預測模 型建立
  - 預算功能輔助
  - 模擬功能

#### 策略管理(BSC)

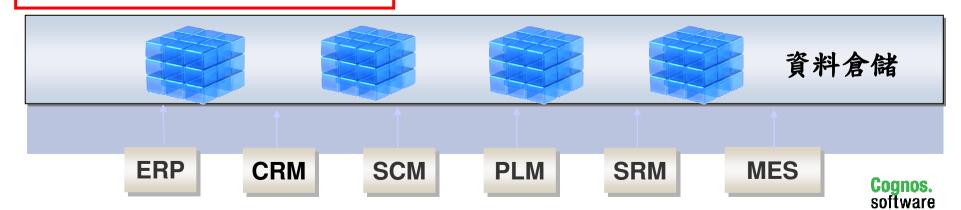
- 平衡計分卡
- 風險管理
- 策略地圖
- 價值樹管理

#### 合併報表

- 財會合併
- 管理合併
- 合併報表
- IFRS

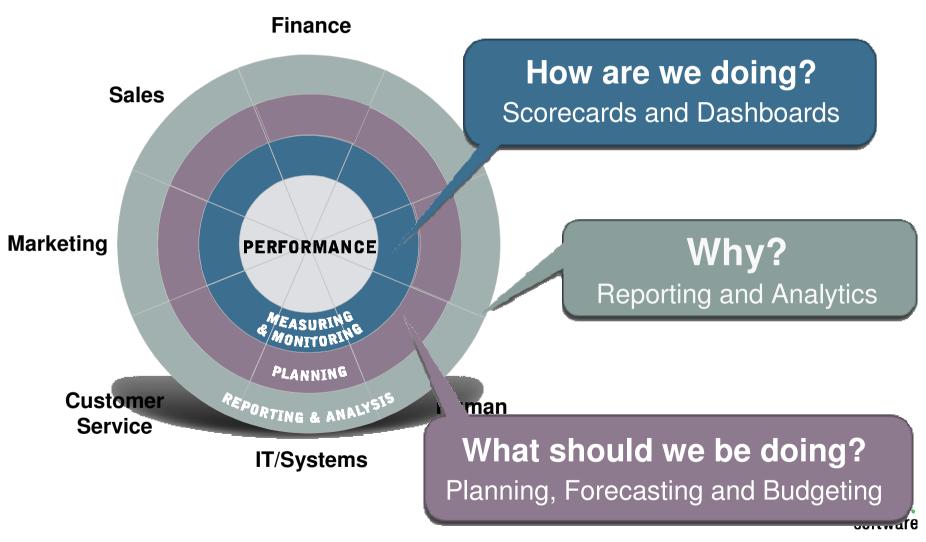
#### 客戶關係管理

- SPSS統計分析
- 行為預測分析
- 資料探勘分析





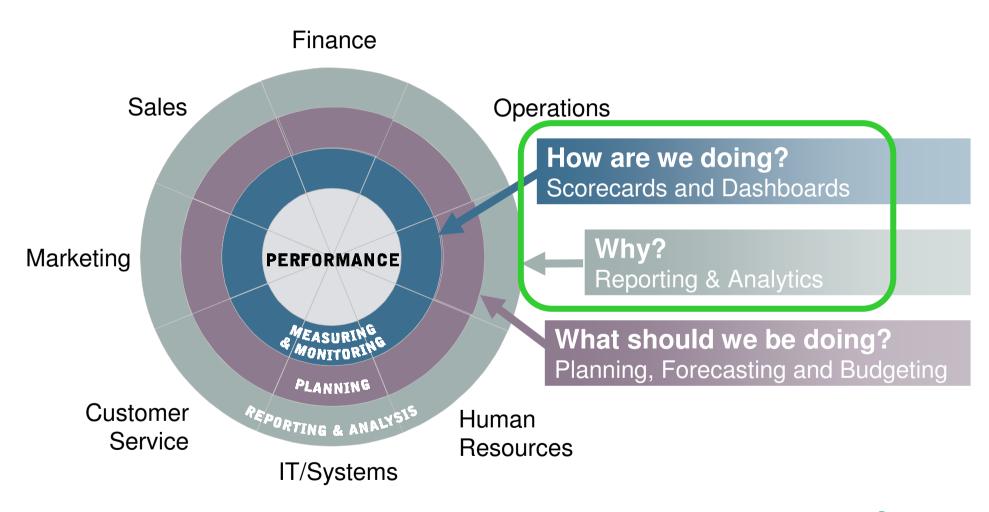
## Three Key Questions That Advance Performance





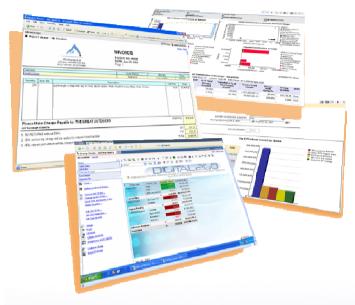
## **Business Intelligence**

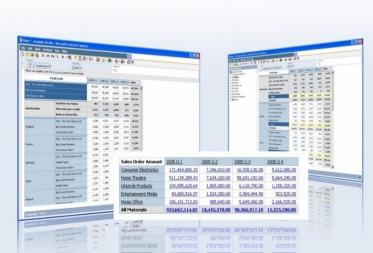
Answers two of three questions that drive better performance





## "Why?"





#### ■ Reporting- 滿足所有需求的報表工具

- -編寫製作商業管理報表報表、生產報表等各式報表 及特殊資料查詢。
- -報表對應各種操作系統,例如 OLAP 及關聯資料。
- 報表可以各種形式呈現: Email、HTML、PDF、Microsoft Excel、CSV與XML。
- -令使用者可自製報表,減輕IT人員的資源負荷,並 降低報表間轉換與連結的消耗。
- 支援 Unicode 及多國語言報表需求。

#### ■ Analysis- 輕鬆又完整的多維度分析機制

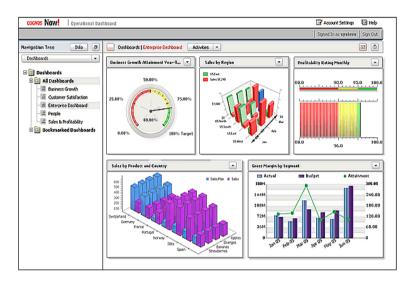
- -涵蓋全面的資料源,並可讓您在報表、指令及分析 間快速地擷取並分析大量的資料源。
- -可利用 OLAP 及多維度報表來分析所有的資料。
- 深度比較的分析,可以直接點入、交叉剖析、排序 及分類(例如時間、產品、客戶等維度)。
- 可用簡易上手的拖拉方式來選擇維度和篩選,分析 大量及複雜的資料。

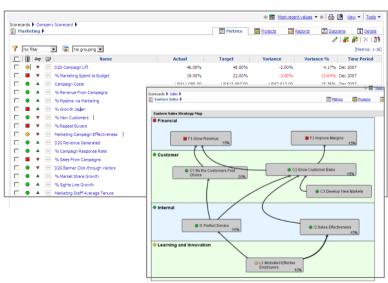
Cognos. software

© 2010 IBM Corporation



## "How Are We Doing?"





#### ■ Dashboard- 一圖表千語的企業儀表板

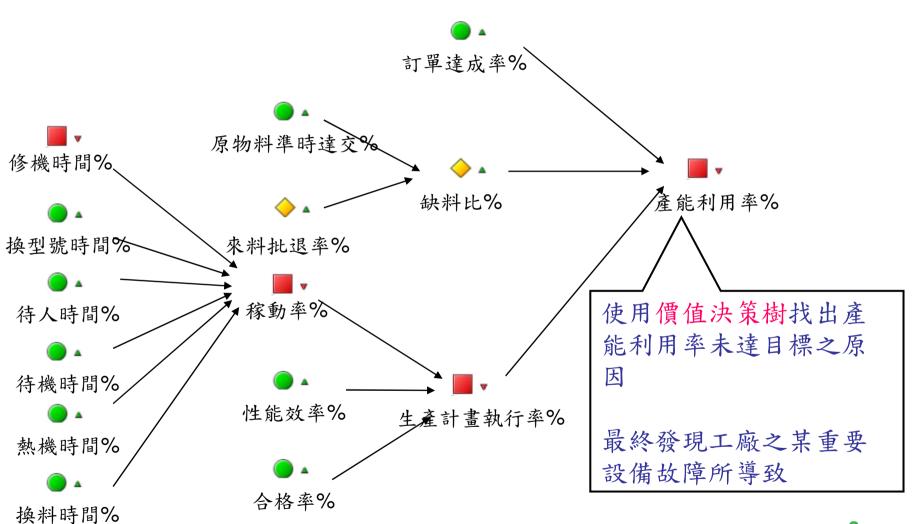
- 一目瞭然的企業績效管理。
- 經由各種圖表、報表、地圖等的明細資料,可 讓您在最短的時間做出最正確的決策。
- 一可針對個人需要製作專屬資訊中心,來監控組 繼績效。
- 儀表板元素所強調之重點資料可更進一步延伸 分析。

#### ■ Scorecard-以計分卡來監控績效

- 一眼就可掌握企業目標與執行績效的表現
- 完整呈現績效指標之間的關連
- 快速明瞭問題原因
- 連結報表與多維分析,確認績效明細
- 利用多指標資料來連結您的企業預算、整合企業績效管理 Cognos.

software

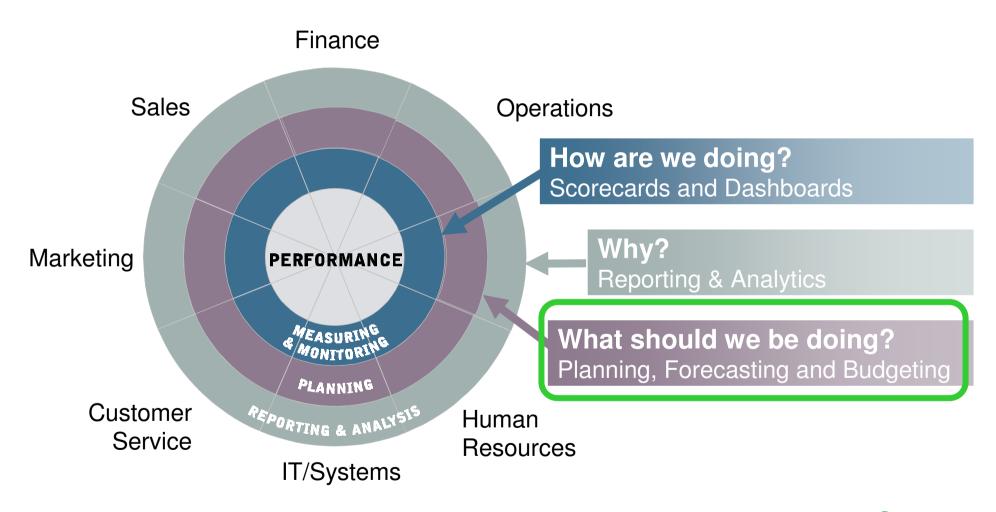
#### Root Cause?





## Financial Performance Management

Answers one of three questions that drive better performance







#### Forecast and Demand Variability

**Forecasts** are typically a key input to your demand and supply chain operations processes.

As a general rule, forecasts are always inaccurate.

Over a Period of 6 years, AMR Research conducted 70 supply chain benchmarking studies, forecast errors in the range of 11% to 28% are typical.

#### Forecast accuracy (AMR Benchmark Analytix data)

Forecast Error (MAPE) with One-Month Lag			
Industry	Range	Median	
Bulk Chemical	24% to 10%	11%	
Consumer Goods	40% to 14%	26%	
High-Tech	45% to 4%	28%	



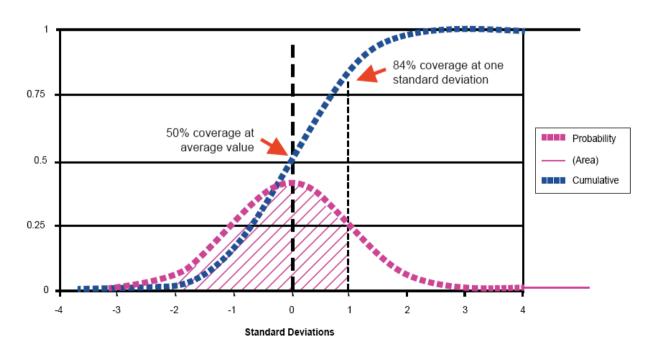


### Forecast Error and Inventory

#### The Challenge:

Your challenge is to provide a quantity of supply to satisfy your demand in a given period. Think of your supply strategy as a combination of:

- "cycle stock" (supply for the expected demand in the current period)
- buffer stock" (additional supply to cover the statistical variability in your demand)







## Improving Forecast Accuracy

#### **Collaborative Forecasting:**

Collecting and reconciling information from within and outside the organization to come up with a single projection of demand.

#### **Competing Factors:**

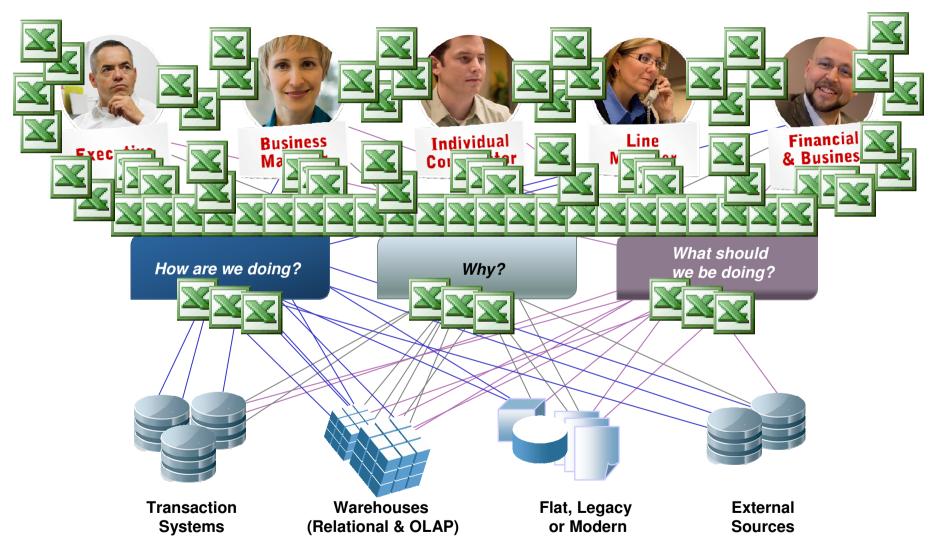
- Historical demand
  - Including trends, similar products, and seasonality
- ► Macro and micro economic trends
- New product introductions and competitor activity
- ► Unique insight and judgment of demand and supply chain planning participants

#### **Typical forecasting process inputs:**

- **►** Sales forecasts
- Customers forecasts
- ► Actual demand by using historical data to predict future demand
- ► Marketing forecasts and economic trends



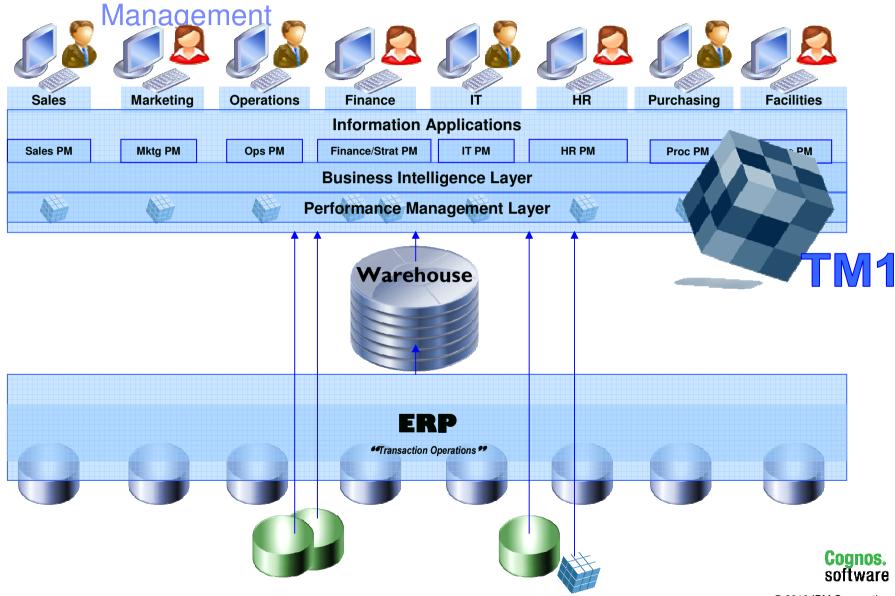
## Performance Management: how decisions are made





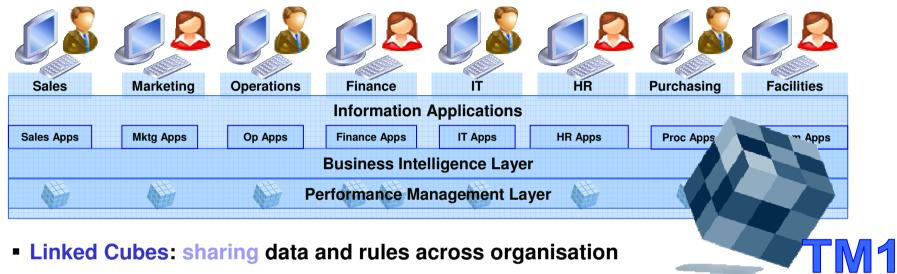


## How TM1 Delivers the Single Platform of Performance





## What Makes TM1 Unique for Performance Management



- Fast: Real-time data collection/calculations, real-time updates
- Flexibility: complete control over front end look and functionality
- Ease of Use: Business User owned and maintained
- Multiple Access & Interfaces: all users catered for
- Scalability: huge data volumes, no speed compromise
- Best Business Intelligence: Cognos BI fully integrated
- Largest R&D of All PM Venders: security & investment of IBM
- -- Without all these, users go back to spreadsheets!





## Frequently Forecast, Rapidly React

## The statistics shows the standard deviation over several (M) periods depends upon the number of periods:

Standard deviation over M periods =  $\sqrt{M}$  \* (standard deviation in one period)

Days in Cycle	Daily	Weekly	Monthly
	1	5	22
Buffer Stock, as % of average daily demand, required for same service level 10% (assuming standard deviation for 1 day)	10%	22.4%	46.9%

	Typical	Target	
Activity	Days		
Collecting Forecast (Customers, Marketing, Sales, etc.)	10	2	
Consolidation	2	0	
Comparison & Analysis	5	2	
Rationalization & Review	5	1	
Total	22	5	

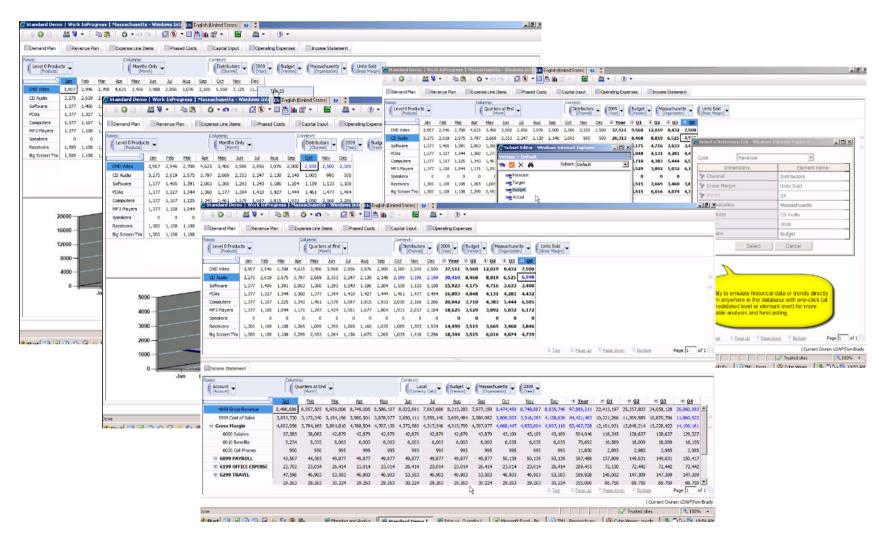
## What is an inventory reduction of 51.5% (64.0 – 12.5) of your average daily demand worth to your organization?

By changing your forecast review and replenishment cycle from monthly to weekly, you could reduce your required buffer stock from 64% of your average daily demand to 12.5% (corresponding to a 40% standard deviation in monthly buckets)





#### **Demand Forecast Collaboration Platform**







## TM1 Information Applications – 1000s of solutions

Sales	Marketing	Operations	Finance	ÍŤ	HR	Purchasing	Facilities
			Information	<b>Applications</b>			
Pricing	Web	Supply Chain Planning	Strategy	SLA	Workforce Optimisation	Contract Management	Premises Optimisation
Churn	Analytics	Logistics	Planning	Project Planning &	Talent	Renewals	Maintenand
Customer Service	Campaign Effectiveness	Sourcing	Budgeting	Reporting Resource	Management Hiring	Spending & Discount	& Repair Planning
Sales	Campaign	Procurement	Profitability	Demand &	Retention	Optimisation	Demand
Forecast Customer	Planning	Inventory Optimisation	Costing, ABC	Levelling Scheduling	Training	Demand Supplier	Lease Renewals
Channel		Production Forecasting	Allocations Governance,	Asset	Satisfaction Benefits	Management	Rentals
Product		Scheduling Shutdowns Manufacturing Process Optimisation	Risk & Compliance	Planning & Operation	Benefits		Contracts
			Scorecards KPIs	Maintenance, Repair			Optimisation
			Taxation	Lifecycle			Effectivene & Contro
		Job Scheduling	Optimisation Statutory &				a contro
		Optimisation	Regulatory Reporting				
			Business Inte	elligence Layer	Modelling  Dashboards	Analysis Reportin Workflow Query	
AH	A	P	erformance Ma	anagement Lay	/er	1	AH



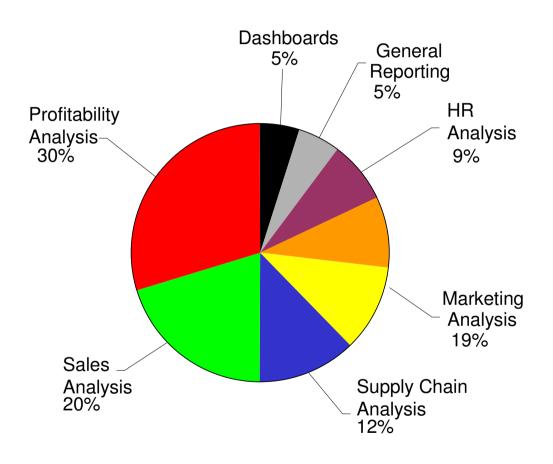


## TM1 Can work for Many Industries

Manufacturing	<ul> <li>Sales Analytics • Product Profitability Analytics, Bookings Billings         Backlogs • BOM Costing &amp; Pricing • Price Volume, Mix Analysis • Plant         Throughput • Capacity Planning • Warranty Tracking • Engineering Profitability         • Procurement • Yield Analysis</li> </ul>	
Financial Services	Loan run-off • Delinquency and charge off • Interest rate shocks • Transfer pricing • Credit card portfolio profitability • Roll rates • Loan Volumes • Customer retention analysis • Branch profitability	
Retail	• Store analysis • Merchandize planning • Store planning • <b>SKU level demand planning</b> • Inventory Management • Promotion analysis • Vendor Analysis	
CPG	Brand Planning • Deductions • Coupons • Surveys • Inventory Management •     Advertising effectiveness • Trade promotion	
Transportation	• Route analysis • Equipment tracking and usage • Miles logged • Equipment efficiency • <i>On-time delivery reporting</i> •	
Insurance/Healthcare	Patient profitability    Clinic Profitability    Claims Reporting and analysis    Customer retention	
Telecom	Activations, Deactivations	
Energy	• Pricing and demand modeling • Supply and reserve modeling • Downtime analysis • Revenue capacity • Supply/Demand analysis	



## TM1 Can work for Many LOBs



- 獲利分析 Product, Customer, Service, Channel, etc
- 銷售分析 Pipeline/Forecasting, Territory/Rep Performance, Compensation Modeling
- 供應鍵分析 Inventory
   Management, Supplier Analysis,
   Production Planning, Yield/Defect,
   Distribution/Routing
- 營運分析 Segmentation, Campaign Effectiveness, Customer Churn, Life Time Value
- 人力資源分析 Headcount Reporting, Turnover/Retention Analysis, Labor Utilization
- 一般性報表 Data Warehouse,
   Transactional Systems
- 績效儀表板 Spanning departments, geographies or business units
   Cognos. software

## IBM Cognos Blueprints —不同產業特性解決方案範本



長期策略規劃

- 財務策略計劃
- •投資策略管理
- 整合財報計劃
- 內部稽控
- ·XBRL (財報共通格式)
- 計劃分攤

- 企業集團合併及各公司財報 (IFRS)
- 財務報表及管理報表
- 費用計劃及控管
- 主動性計劃

- 資本支出計劃
- 非計劃性資本支出分析
- 企業員工計劃
- 風險分析
- 企業員工資源管理
- 銷售計劃及分析
- 業務酬傭計劃分析



INSURANCE



OIL & GAS



**GOVERNMENT** 



HIGHER **EDUCATION** 

• 商品獲利績效

• 上游物料計劃

- 民意加值管理
- ·方案目標管理 (POM)
- 市政經營績效

- 招生及教學內容計劃
- 薪資計劃及職務管控



**BANKING &** INANCIAL MARKETS



**RETAIL** 



MANUFACTURING



**LIFE SCIENCES** 

- 分行績效管理
- 客戶獲利分析管理- 企 業金融
- 客戶獲利分析管理- 個 人金融
- 風險調整獲利分析
- 價格策略
- 客群分析服務

- 財務平台及計分卡
- 展店計劃
- ·分店營運績效 (P&L) 及 計劃
- 策畈性採購計劃
- 策略性促銷及行銷計劃
- 基礎型之銷售及營運計
- 通路之銷售及營運計劃
- 高階主管檢視
- 交易促銷管理
- 產品獲利分析

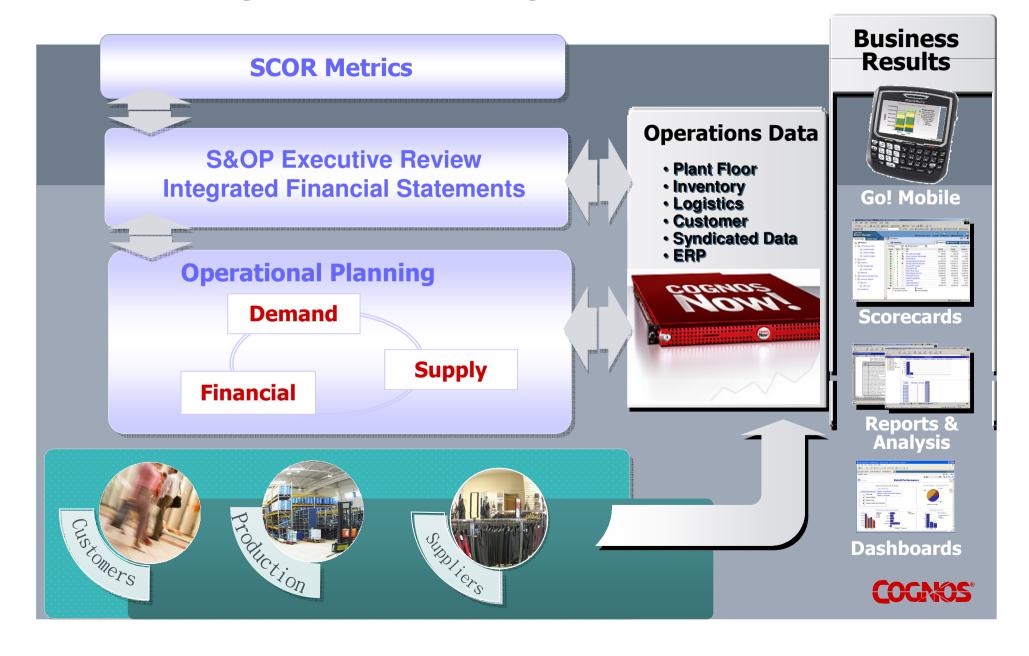
- 臨床資源計劃
- 臨床實驗分析
- 臨床實驗參與量預測
- 品牌整合管理
- •抽樣最佳化
- 銷焦配額分攤

Coanos.

This represents current product plans and strategy that are subject to change. All release dates and capabilities are subject to the Disclaim ware

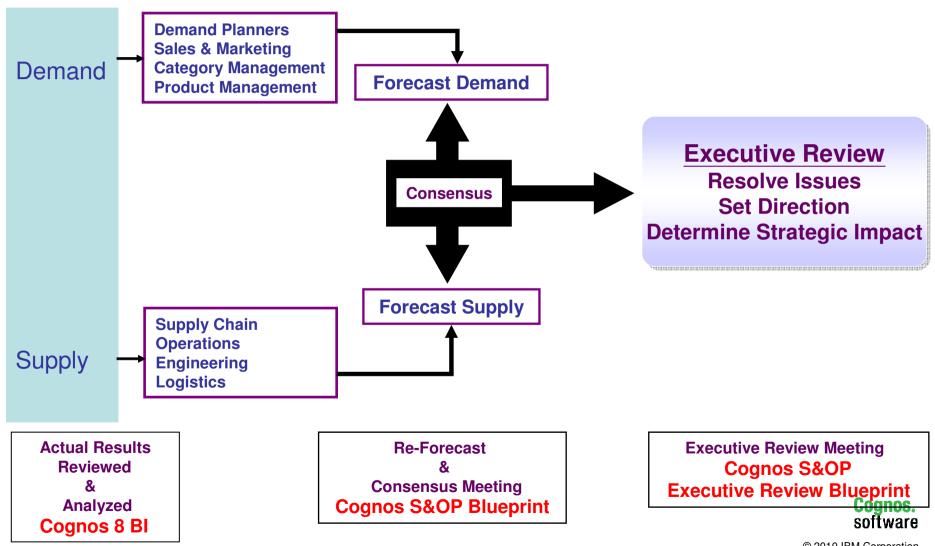


## Manufacturing Performance Management Framework





## S&OP Process Enabled by Cognos





## New Product Profitability Blueprint

#### The IBM Cognos Solution

Optimize business decisions based on insight gained from product profitability

- **Product Attributes** (e.g., profit maximization across color, size, style (retail garments))
- Inventory (e.g., optimizing inventory management in the context of profitable products (hi-tech manufacturing))
- Seasonal Trends (e.g., profit maximization across fashion trends (retail), ad-hoc purchase trends (industrial supplies))
- Channels (e.g., profit based product-channel distribution mix (retail banking and insurance))
- Vendors (e.g., profit based vendor-input mix (health care))
- Input Cost Allocation "what-if" analysis on the impact of input costs on product level profitability
- Commit Ability to product level profitability to planning

#### Who is the Customer?

- Alfred Angelo (AA) one of the largest wedding gown manufacturer and retailer worldwide
- IBM Cognos TM1 customer with financial planning and consolidation solution built by Breakaway Technologies (partner).



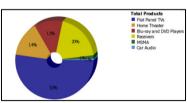




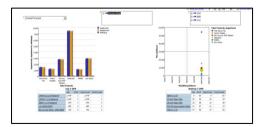


**Direct Product Profitability** 

CFO – Product Profitability Impact



Inventory Mix



**Product Profit View** 





## Other TM1 Blueprints Coming Soon

- IT Cost Transparency provide more granular understanding of shared service centre/ cost concentrations and ability to allocate costs more accurately to profit centres
- Risk Modelling Operational, Credit Risk Modelling, What-if, Scenario Analysis, etc
- Demand Planning SKU Level
   Demand Planning
- Assortment Management SKU Level Planning







## A Few of the 4500 Global TM1



















































































## 成功案例:GP Batteries

#### **Key Business Requirement**

Budgeting, forecasting as well as inventory on cumbersome spreadsheets

#### **Approach**

Implement technology to automate an otherwise manually-intensive process



- Budgeting, forecasting as well as inventory on cumbersome spreadsheets
- Planning not integrated across business units
- Limited reporting

#### Solution

#### Cognos TM1 Planning and BI:

- Real-time insight into sales in 100s of stores, enabling trend spotting against business environment as key to forwardlooking business strategy
- Pre-emptive action against suppliers' orders
- Swift, integrated planning, budgeting, forecasting, reporting
- Reporting by any needed variables: product, store, weekly fluctuations



#### Results

"This is a powerful business asset and its implementation has saved Thresher Group man-power and as a result, revenue."





## Real-time Customer/Channel/Product profitability



#### **BACKGROUND**

- Major Telecommunications & Network provider: 2nd largest GSM operator in Indonesia
- Dual listed in Jakarta & NYSE
- Provides fixed, mobile (GSM, 3G, CDMA), IP broadband & internet services

#### TM1 SOLUTION

- Very large profitability solution:
  - 340 KPI's
  - 80 Dimensions
  - 36,000,000+ customers
  - A single 64bit server 20 CPUs, 100 GB RAM, 20 terabytes disk space
  - 100+ standard KPI Reports
  - Web-based KPI dashboards
  - 150 million records processed daily from 35 different source systems
- Customer, Channel, Product Profitability
- Real-time scenario modelling & decision capability
  - Customer Plan, Pricing, and Discount
- Result: gaining 900,000 new customers a month due to <u>competitive edge</u> in customer pricing!





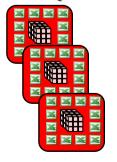
#### IBM Internal Finance – Previous Pain Points

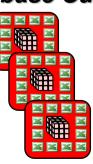
- Over 200,000 users
- Global Deployment

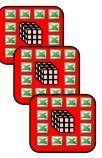
#### Essbase Based Implementation

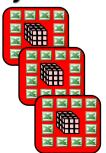
- Hundreds of Essbase Cubes = Maintenance costs
- Spreadmarts = manual errors
- Many servers around the globe = infrastructure costs
- Different processes to meet divisional variances = added complexity
- Inconsistent across different cubes = variability risk across geographies
- Significant load and recalculation times = Delayed access to timely data

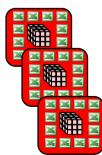
#### Multiple Essbase Cubes each with many associated Excel workbooks

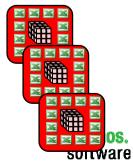








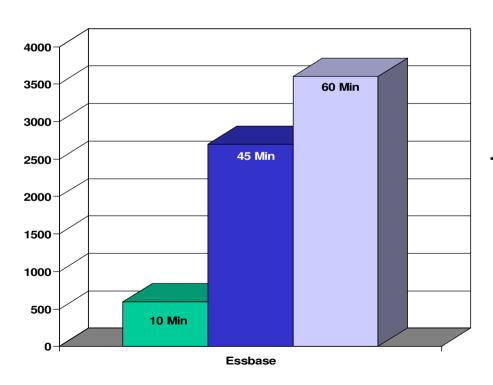






## IBM Finance Benchmark Example: Essbase to TM1

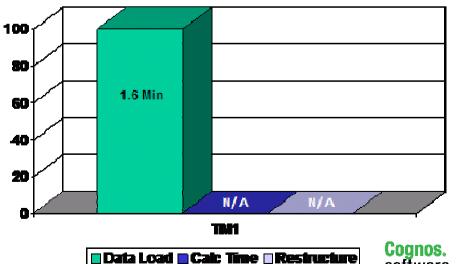
- . 1 Months Data Load
- . Calc Time Average
- . Monthly Restructure Average





"With TM1, we were able to accelerate our pursuit of globally integrated processes and systems thru data/model scalability not previously available to us"

Director, Performance Management, IBM





## Architectural and project design differences

## Single Cube OLAP

Unwieldy structure with unrelated data resulting in long calc times, sparsity management overhead, and significant maintenance

#### Sales revenue

- \* Produces
- · Sales reps
- Planned monthly for 12 months
- 3 versions.

#### Quarterly salary plan

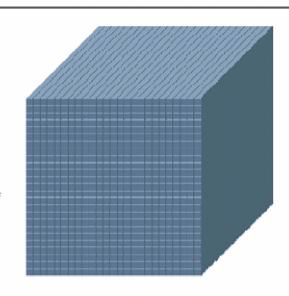
- · Divisions
- Employees per division
- Planned monthly for 12 months
- 3 versions

#### Overhead expenses

- · Cost centers
- · Expense line items
- Planned monthly for 12 months
- 3 versions

#### Single cube model

- Products
- · Sales representatives
- Divisions
- Employees
- Cost centers
- · Expense line items
- Perl. items
- Balance sheet items
- · Capital expenditure projects
- · A 12-month plan
- Three versions



Single, monolithic cube encompassing profit-and-loss, sales forecasts, salary planning, and expense budgeting defies business logic and straiks IT resources.

#### Profit and loss

- 12 P&L line items
- 12 months
- 3 versions

Small, manageable models follow business structure and logic; intelligent business object mapping consolidates relevant data.

## Cognos Multi-Cube

Modular design links only related items, supports reuse of structures and lower maintenance (e.g., no need to filter unrelated intersections)





21 84

## **Amazing SCALABILITY**

#### **Example 1: 2.141 Duodecillion Phillips Lighting data points**

Scenario Version Year Month 2,436 77,952 Days **BillingDoc** 3.707.864.832 **BillType** 22,247,188,992 ShipTo 23,826,739,410,432

27,924,938,589,026,300 Customer **Plant** 418,874,078,835,395,000

Material 1,808,279,398,332,400,000,000

BillingCurrencyType 5,424,838,194,997,190,000,000

BG 21,699,352,779,988,800,000,000 MAG 1,280,261,814,019,340,000,000,000

AG 364,874,616,995,511,000,000,000,000

58,744,813,336,277,300,000,000,000,000 Source

KeyMAG 2,467,282,160,123,650,000,000,000,000,000

Channel 101,158,568,565,070,000,000,000,000,000 **TOPTD** 

5,867,196,976,774,040,000,000,000,000,000,000 Region 82,140,757,674,836,500,000,000,000,000,000,000

MaterialType 821,407,576,748,365,000,000,000,000,000,000,000

**ProgramName** 64,891,198,563,120,800,000,000,000,000,000,000

Sales M

software



## **Amazing SCALABILITY**

## **Example 2: 420.933 Duodecillion World Bank data points**

PlanCommitmentItem	8	40776
WPA	5097	1,304,832
Version	32	6,157,502,208
ResponsibleFundCntr	4719	29,038,780,412,928
RequestingFundCntr	4716	756,256,958,293,884,000
Fund	26043	19,695,199,964,847,600,000,000
PartnerFund	26043	91,996,279,035,803,200,000,000,000
FundCntr	4671	76,724,896,715,859,900,000,000,000,000
BusinessProcess	834	2,378,471,798,191,660,000,000,000,000,000
CrossSupport	31	11,109,841,769,353,200,000,000,000,000,000
PartnerFundCntr	4671	698,064,687,893,772,000,000,000,000,000,000,000
Project-IO-CC	62833	420,933,006,799,944,000,000,000,000,000,000,000,000
Time	603	





## Additional Requirements already Built-in to TM1



- Multi Currency
- Organizational Structure Change and History Restate
- Self Service
- Work Flow and Approval Process
- Drill Down
- Flexible and Ad hoc Reporting



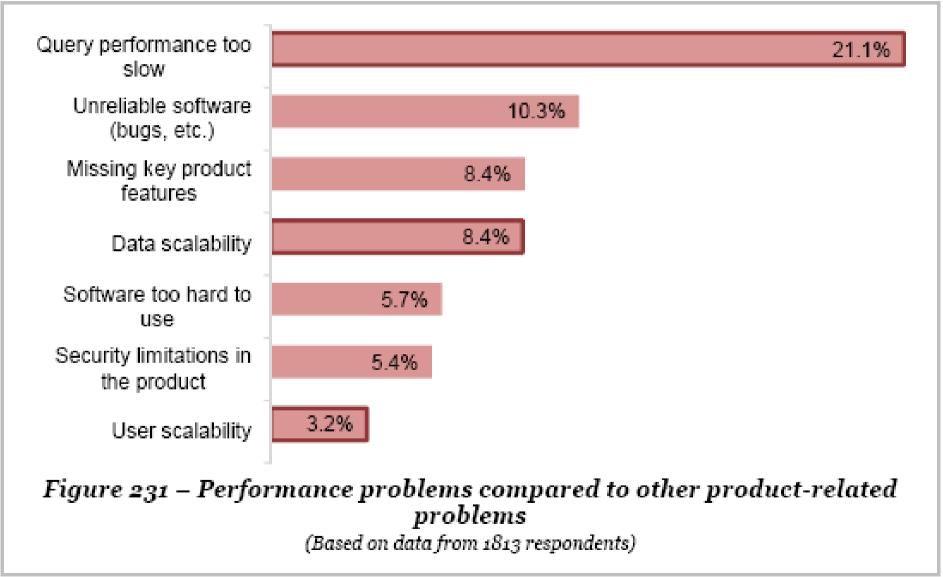
## Why TM1

BackUp pages





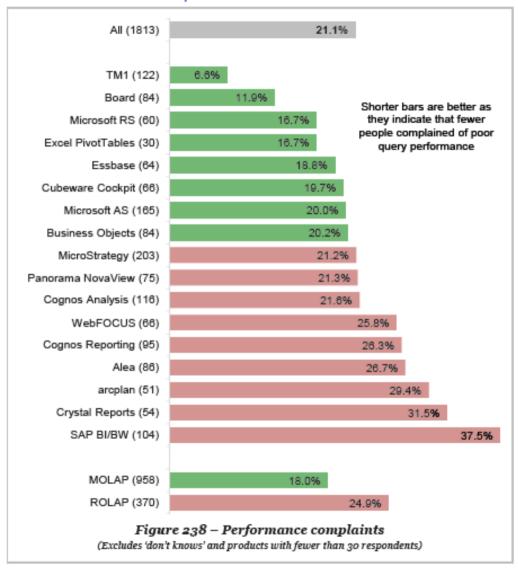
## Speed is paramount to success



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## TM1's performance in the real world

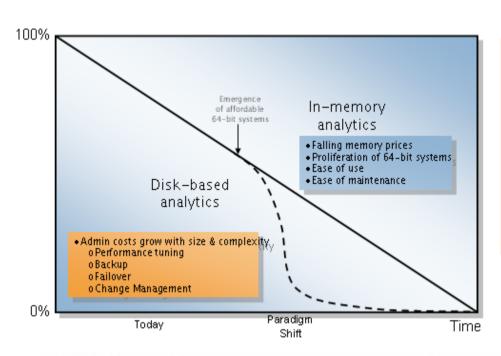


1st quartile	Median	3rd quartile	Median
7.38	47.60	183.25	47.6
0.80	3.57	13.75	3.6
0.84	3.93	13.64	3.9
1.18	5.56	47.73	5.6
1.48	6.76	49.50	6.8
2.64	7.50	142.50	7.5
2.60	15.00	150.00	15
3.18	18.00	90.00	18
6.25	25.00	68.57	25
5.36	25.50	215.00	25.5
5.94	28.13	145.00	28.1
5.00	30.00	150.00	30
10.83	34.50	118.13	34.5
13.75	42.00	127.50	42
7.92	43.93	116.88	43.9
7.00	45.00	120.00	45
10.88	47.73	152.37	47.7
16.10	51.56	140.45	51.6
19.09	78.00	273.33	78
25.00	90.00	240.00	90
23.57	93.33	240.00	93.3
28.39	126.00	506.25	126
45.83	156.67	562.50	156.7
92.50	161.25	431.25	161.3
98.57	163.64	412.50	163.6
29.06	165.00	279.00	165
56.25	167.65	600.00	167.6
76.67	207.69	578.57	207.7
12.38	44.29	154.62	44.3
20.36	90.00	210.00	90
41.25	97.50	158.57	97.5
8.13	117.27	294.38	117.3
		510.00	
	Quartile 7.38  0.80 0.84 1.18 1.48 2.64 2.60 3.18 6.25 5.36 5.94 5.00 10.83 13.75 7.92 7.00 10.88 16.10 19.09 25.00 23.57 28.39 45.83 92.50 98.57 29.06 56.25 76.67	quartile         Median           7.38         47.60           0.80         3.57           0.84         3.93           1.18         5.56           1.48         6.76           2.64         7.50           2.60         15.00           3.18         18.00           6.25         25.00           5.36         25.50           5.94         28.13           5.00         30.00           10.83         34.50           13.75         42.00           7.92         43.93           7.00         45.00           10.88         47.73           16.10         51.56           19.09         78.00           25.00         90.00           23.57         93.33           28.39         126.00           45.83         156.67           92.50         161.25           98.57         163.64           29.06         165.00           56.25         167.65           76.67         207.69           12.38         44.29           20.36         90.00           41.25	quartile         Median         quartile           7.38         47.60         183.25           0.80         3.57         13.75           0.84         3.93         13.64           1.18         5.56         47.73           1.48         6.76         49.50           2.64         7.50         142.50           2.60         15.00         150.00           3.18         18.00         90.00           6.25         25.00         68.57           5.36         25.50         215.00           5.94         28.13         145.00           5.00         30.00         150.00           10.83         34.50         118.13           13.75         42.00         127.50           7.92         43.93         116.88           7.00         45.00         120.00           10.88         47.73         152.37           16.10         51.56         140.45           19.09         78.00         273.33           25.00         90.00         240.00           23.57         93.33         240.00           28.39         126.00         506.25

software



## TM1's speed secret: "In-Memory" RAM based architecture



- ≥1,000,000 times faster than disk
- > 64 bit addressability: no limits!
- Ultra fast loads; queries; calcs.
- ➤ Big models; data volumes

## BI Applications Benefit From In-Memory Technology Improvements

Gartner RAS Core Research Note G00141540, Kurt Schlegel, Mark A. Beyer, Andreas Bitterer, Bill Hostmann, 2 October 2006 R2037 4/19/2007

#### STRATEGIC PLANNING ASSUMPTION(S)

By 2012, 70% of Global 1000 organizations will load detailed data into memory as the primary method to optimize BI application performance (0.7 probability).

**ANALYSIS** 

embraced a different architecture to optimize BI application performance. Instead of building an aggregate layer, detailed data is loaded into memory where calculations are performed "on the fly" at query time. Our research indicates that query performance using this in-memory method is often just as fast as or faster than traditional aggregate-based



### Comparison with similar venders



#### Oracle/Hyperion

- Really Integrated?
  - BI: OBIEE? Interactive Reporting? Web Analysis? Financial Reporting? SQR Reporting....
  - EPM: Essbase for Planning, .NET for Consolidation and Strategy Financing
- Cost for customer!
  - Option for CapEX/OpeEX Planning, Workforce Planning, Product Profitability Management, Strategic Financing, Essbase vs. Planning
  - 1.6M USD extra cost in MIN. User lic.
- Performance is KEY!!

#### SAP/BOBJ

- Really Integrated?
  - ABAP? BPC? BW? Outlook Soft? BOBJ?
- Cost for SAP installed base
  - Extra cost for BPM/BI licensing
- Customers need "Advanced Analytics"!!





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