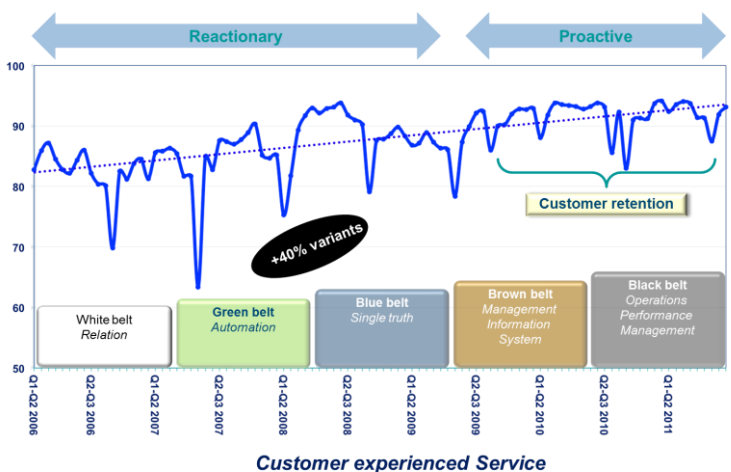






## What we have done - OPMS

By applying our maturity model of Performance Management we supported the customer moving away from a fragmented white/green belt level Performance Management to a global harmonized Performance Management. The underlying system supports this approach by aligned business rules for KPIs including an automated root-cause analysis enabling self-analysis for users on all hierarchies in the company.



### Customer's voice (Head of Performance Management):

“With the implementation of the Operations Performance Management solution we created something completely new – a real global solution developed in an agile methodology.

Just the replacement of the legacy landscape saves us millions of euros every year”

### Features

- Covering all customer-2-consumer operational processes
- System provides all elements of Performance Management
  - o Scorecard & automated root cause analyses
  - o Issue management / corrective action tracking
  - o SLA and customer reporting
- Used by 5000 users globally in all regions / 1000 distinct users daily
- Information based on 3 Mio. shipments per day is provided on daily basis tailored to a user's area of responsibility

### BCD Suite

- The BCD-UI provides all modules required for the solution like scorecard, dashboards and root-cause module.
- BCD-BM and BCD-JC provide the mechanics to load and evaluate the data in the data warehouse.
- The solution was developed using building blocks already available. This enabled the quick turnaround and Time-to-Market that was crucial for the successful implementation of the solution within the customer's organization.



BusinessCode GmbH  
 Brühler Str. 7  
 53119 Bonn  
 Germany

Fon: +49 228 33885-0  
 Fax: +49 228 33885-225  
 Info@business-code.de  
 www.business-code.de

