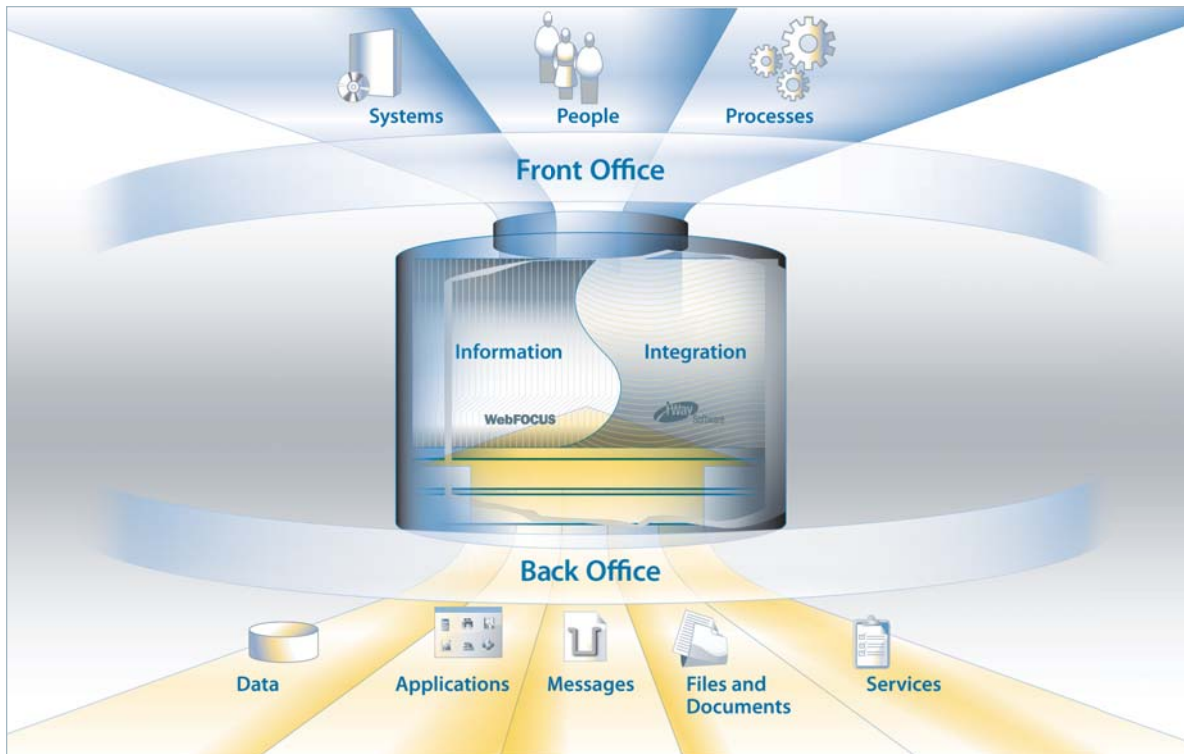


Information Builders in Operations

WebFOCUS

iWay
Software



Front-Office Information Access and Delivery

“Our WebFOCUS BI dashboard lets managers find the data they need with one or two clicks. Using WebFOCUS, anyone from top management to restaurant supervisors can locate all the sales data they need. Analysts can access standard reports or request ad hoc reports on the fly and see immediate results.”

Stacy Hall
Business Intelligence Manager
Brinker International

Back-Office Integration

“All the companies and business units have different material codes and descriptions, so we’ve been working on a way to streamline reporting and create a global software layer. iWay helps combine all this information into a common repository. It gives us a reusable B2B gateway for just about everything.”

Keith Colvin
Interface Manager
Hexion Specialty Chemicals

Information Builders in Operations

Many organizations have realized that, while strategic planning is vital, it is the countless day-to-day processes, carried out by frontline workers, which play the biggest role in corporate performance. Activities such as logistics coordination, supply-chain management, and field service all have a profound impact on a company's success.

But the systems that support these operations are often fragmented and dispersed, hindering collaboration and coordination. This can lead to operational inefficiencies and wasted resources, preventing companies from reaching optimum profitability and sustainable competitive advantage.

Only through integration, enterprise information management (EIM), and business intelligence (BI) can organizations achieve maximum productivity and effectiveness in their most vital operations.

Front-Office Reporting, Query, and Analysis Solutions

WebFOCUS supports critical operations by:

- Delivering information from a combination of real-time and near real-time sources, including production systems and data warehouses
- Providing a reliable, versatile, and scalable platform that addresses the needs of all users
- Offering maximum ease of use, so any user can easily access the information they need, in the format of their choice

Back-Office Integration and Enterprise Information Management

iWay Software provides companies with:

- A robust suite of pre-packaged integration components that seamlessly unify data from back-end sources
- End-to-end data quality solutions that not only locate and cleanse corrupt or invalid information that already exists, but proactively prevent bad data from entering the environment in the first place
- Broad-reaching EIM solutions that enhance the way data is generated, stored, maintained, shared, and used

Bringing It All Together

Information Builders' core competencies – BI and integration – stem from more than 30 years of experience working with complex requirements. We built our software from the ground up instead of acquiring packages from unrelated companies.

Our customer service organization supports our customers from requirements gathering through implementation into long-term maintenance. This includes a world-class professional services team, a comprehensive education curriculum, and an award-winning customer support team.

At leading companies worldwide, such as Liaison Technologies, Upstream Professionals, ICO, and Diodes, we are tackling the tough jobs and our solutions are standing the test of time.

Business Intelligence and Performance Management Solutions for the Front Office



A sample real-time operational business intelligence dashboard that uses data visualization, real-time alerts, and predictive analytics to monitor a city's commercial and residential power consumption.

WebFOCUS empowers an unlimited number of users at all levels to make fast, effective decisions based on information from virtually any combination of back-end data sources.

What makes WebFOCUS the ideal choice when it comes to BI for operations?

- **Unparalleled data access.** WebFOCUS can access more information sources on more platforms than any other BI solution on the market today.
- **Scalability.** Thousands of users, both inside and outside the enterprise, can participate in decision-making by easily accessing and analyzing timely, accurate operational data.
- **Ease of use.** Even non-technical users can generate their own reports, on the fly.
- **Flexibility.** Users can display information in the most useful and relevant way – charts, graphs, maps, and more – and dynamically share it with others. Reports can also be output into a wide variety of formats, to meet varied user preferences, such as Microsoft Excel, PowerPoint, or Adobe PDF.
- **Comprehensive performance management.** Companies can track key operations, executives can define and communicate important goals, and department managers, front-line workers, and other stakeholders can actively monitor and adapt to performance-related metrics.
- **Enterprise search.** WebFOCUS provides innovative search capabilities that make it fast and easy for any user to locate and retrieve any operational data, from any system across the enterprise.

Customer Successes

City of Erlanger, Kentucky Police Department – WebFOCUS has enabled the Erlanger, Kentucky Police Department to deploy a comprehensive reporting application that brings together current crime data from 19 local law enforcement agencies. By consolidating timely and complete information about suspects, incidents, arrests, and convictions, WebFOCUS is helping Erlanger’s patrol officers develop more precise crime-solving strategies, better predict criminal activity, more effectively respond to calls, and provide greater security to the town’s citizens.

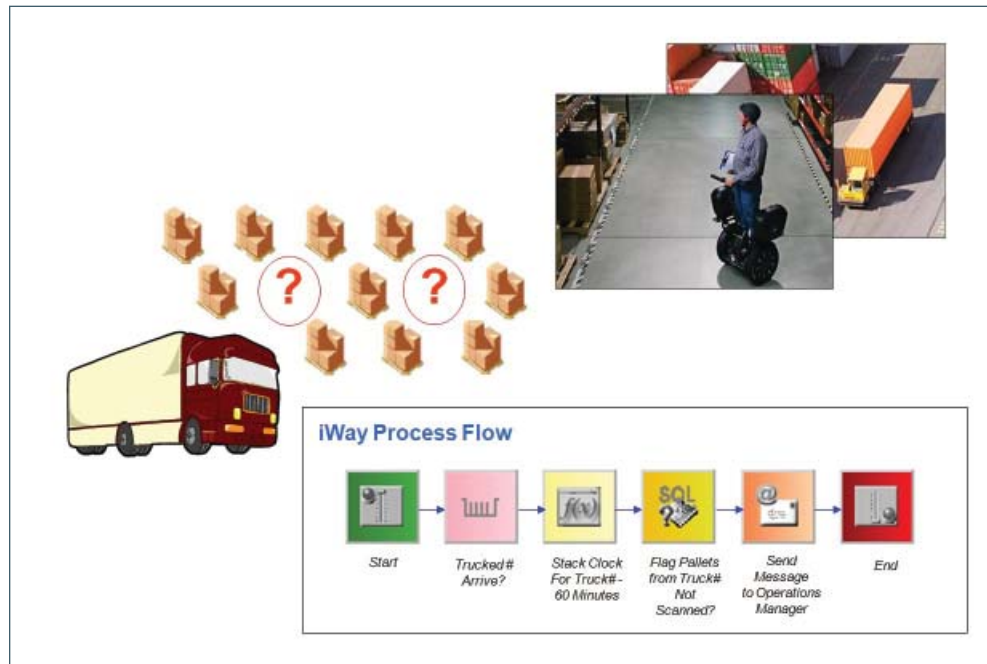
Hillman Group – Ohio-based Hillman Group distributes key duplicators, engraving equipment, and other hardware items to retail hardware stores, home centers, and mass merchants. WebFOCUS serves as the company’s standard BI solution, allowing staff members and their managers to better identify and address problems. More than 800 users, including 500 remote employees, can obtain an integrated view of operational and financial data. Additionally, a geographic information system provides highly intuitive intelligence about shipments to and from the company’s 12 distribution centers. Improved decision-making has led to solid hard-dollar returns. For example, Hillman recently saved more than \$130,000 in vendor fines by effectively proving that orders were not incomplete.

International Car Operators – When the company needed a better way to manage a high volume of shipments, controlled by a complex web of logistical activities and workflows, it deployed WebFOCUS. All those involved in managing cargo movement can now monitor and control related activities by sharing timely information as shipments are loaded, moved, and unloaded. By eliminating delays, ICO has avoided huge transshipment costs and fines for exceeding time limits. Additionally, improved insight into its operations enables the company to better allocate resources. Using technology solutions from Information Builders has helped ICO gain nearly €3,000,000 in benefits, with an ROI of 424 percent.

U.S. Transportation Command – This federal agency, which provides patient evacuation and other transportation services for the Department of Defense, needed greater visibility into vital information, such as available facilities and patients in transit, to reduce errors and delays in the movement and treatment of injured or ill soldiers. WebFOCUS helped to make consolidated information about transportation, logistics, and clinical decisions readily available anywhere that military operations take place. This has improved the management of patient movement activities, and accelerated responses to urgent medical situations, leading to more positive patient outcomes.

Upstream Professionals – This management consulting firm for the oil and gas industry wanted to help clients improve information management, so they could better execute and manage key upstream activities. Total Asset Manager (TAM), a BI and performance management application built on WebFOCUS, synthesizes multiple streams of data from drilling, production, economic, land, accounting, and other sources into a single, trusted source of information. The environment helps clients to improve asset visibility, minimize downtime, increase capacity, and manage capital burn rate.

Integration and Enterprise Information Management for the Back Office



If all expected pallets are not scanned within 60 minutes of truck arrival, an SMS message is automatically sent to the operations manager.

iWay Software facilitates end-to-end information management with next-generation real-time data quality, master data management, and data integration tools.

The iWay Data Quality Center (DQC) cleans dirty data even before it enters the environment, using real-time business rules and localized dictionaries to handle all enterprise systems – unlike other solutions, which locate and cleanse bad data after the fact.

The iWay Master Data Center (MDC) integrates seamlessly with existing systems, consolidating millions of records according to easily defined business rules. As a result, validated master data is instantly available to a wide range of enterprise applications.

With iWay's Enterprise Information Management (EIM) Suite, companies can:

- Increase operational efficiency
- Enhance reporting and analysis efforts
- Enhance regulatory compliance
- Improve data quality now and long-term
- Improve customer relationship management

Additionally, iWay Software offers marketing-leading integration tools – including a suite of more than 350 pre-packaged integration components – that unify operational data assets. Companies can automate and enhance key processes, coordinate activities across the business, eliminate information accessibility problems, and leverage investments in existing and new technologies.

Customer Successes

AkzoNobel – For the world’s largest paints and coatings company, burdensome homegrown supply-chain management systems and disjointed B2B processes were negatively impacting its ability to manage its partners and distributors around the globe. iWay solutions were employed to handle B2B communications with multiple partners using a large number of different message sets and protocols, making it easier to share information, facilitate vendor-managed inventory, and ensure the success of other e-business initiatives.

Diodes – This organization manufactures products for the broad discrete and analog semiconductor markets. Several years of rapid acquisitions left Diodes with vital corporate information spread across three disparate sets of enterprise resource planning (ERP) systems. iWay solutions provided a fast, cost-effective way to consolidate that data to improve consistency and accessibility. Company managers now have greater visibility into income and expenses across business units and subsidiaries. In the future, standardized workflows will be implemented to ensure precision and consistency from one accounting period to the next.

Liaison Technologies – Helping organizations to improve the way they buy and sell goods and services by providing trading partners with a mechanism for exchanging electronic business documents, this company needed a scalable environment that could accommodate multiple types of information systems, business models, and data formats in a unified and stable way. iWay solutions were implemented to receive these documents, and present them to authorized users via a web-based interface. This simplifies the creation of trading partner agreements by helping Liaison determine which protocols to use to communicate with each partner, which document formats and types to deploy, which processes to execute while sending or receiving those documents, and how those processes relate to existing services.

OIA Global Logistics – This full-service international logistics provider, which offers everything from one-time shipments to fully managed supply-chain networks, leverages iWay Software to support a broad-reaching business-to-business (B2B) and business process automation (BPA) infrastructure. This environment has fully automated the processing, transmission, and receipt of a variety of EDI messages, while simplifying and accelerating application-to-application (A2A) integration. As a result, OIA has streamlined critical processes – both internal ones, as well as those that span customers and trading partners – boosting enterprise efficiency while enhancing collaboration with key external stakeholders.

Schawk – This Illinois-based provider of brand point management services leverages integration tools from iWay Software to optimize data exchange processes with clients worldwide. iWay captures data from internal information systems, and then transmits it in standardized XML format. This has streamlined communications, helping clients to adhere to packaging guidelines and stay one step ahead of shifting market dynamics, while enabling the company to automate complex business processes and improve the quality of corporate data.

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* Training facilities are located at these branches.