



Case Study Two

Performance Management Software

Introduction

Mined Systems' products are fully-developed modules that can be delivered on a stand-alone basis or through its self-service platform (PaaS) that has, at its base the company's proprietary analytics engine. Clients may add any of the platform's pre-developed functional modules for specific processes, industry workflows and precise management. The products can also bolt onto an existing system and provide performance metrics to enhance a client's existing system investment. The menu of pre-developed applications focuses attention on financial analysis and quantitative measurements such as accounts receivable and sales revenue. The system works perfectly with mission-critical businesses data to predict sales, measure costs, expenses, and operational functions, and convert risks into costs for pricing purposes. To customize the client and user experience, Mined Systems also offers practical applications such as CRM, Document Management and Accounts Receivable campaigns to improve the performance of routine business process.

The highly scalable and simple to maintain system includes all upgrades and new releases as a part of its purchased maintenance package. Additional modules can be added to the client's application which is a key feature that Mined Systems' has mastered. Unlimited users can be managed at one time from multiple site locations and additional users can be automatically be added as new staff onboard. The system includes security and privacy features such as role and permission-based access, PCI-DSS compliance and encryption of data in transit as well as at rest. The system has been in operation for five years and perfected with rich visual analysis and robust reporting. A new Client System can be "assembled" in one day. From there, data is imported using one of four simple connectivity methods which are chosen by the client. In general, a "system" is assembled, ready to populate and use within 48 hours. Support, custom programming, reporting and additional analytics are always available and can be scoped and quoted upon request.

Performance Analytics

Performance Analytics differs from Business Intelligence in that it deals with current information as a baseline from which to improve performance. Mined Systems begins by benchmarking activity performance from the current state whereas business intelligence builds models based on historical data. In the case of Mined Systems' modeling and performance analytics, each client instance begins with its own virtual server and an analysis of current data to create a base set of metrics from which to measure post-launch performance. Mined Systems focuses on granular-level measurements, action steps and workflow automation for maximum effectiveness and process-performance improvement. Testing outcomes and simulation for determination of process change variables and effects provides the enhanced workflow path and desired effects, for performance lift and viewing both periodic and year over year trending analysis. Overall, measurable process improvement is iterative in nature and continues to measure dynamically to achieve results.

The Performance Management System is delivered with an integrated and robust analytics engine. Data is loaded directly into the systems' PostgreSQL database to produce a variety of reporting, analytics, forecasts and statistical analysis. To measure the success of repeatable processes, clients can perform regression analysis and other statistics to measure success over time. Mined Systems' applications tend to focus on processes that when optimized, increase revenue and reduce direct expenses. These repeatable processes are well-positioned for cost reductions and system automation which is another product of Mined Systems. Examples of repeatable processes are: accounts receivable, billing and account processing, collection processes and posting recoveries on consumer or commercial collections accounts, and the continual calculation of risk reserves for forecasting, budgeting and regulatory compliance.

Mined Systems PM applications include characteristics identified as "essential" by Gartner Analysts. In addition, Mined Systems includes a workflow and approval engine, testing and examination modules, profitability models, strategic management and analytics dashboards and scorecards that synthesize data and inform clients of status and progress anytime and from any device.