SAP BusinessObjects™

SAP Solution Brief
SAP BusinessObjects City Performance Management

PERFORMANCE MANAGEMENT FOR CITY AND LOCAL GOVERNMENT

FORWARD-FACING, FACT-BASED ANALYSIS FOR EFFECTIVE DECISIONS

City managers today must keep their performance transparent while aligning operations with strategy. Stricter requirements for financial accountability and environmental sustainability complicate the execution of increasingly demanding mandates. The SAP® BusinessObjects™ City Performance Management can help.

As the process of urbanization accelerates and life expectancies climb, city and local governments are increasingly challenged to provide public services to expanding and aging constituencies. The rise of instant communication through the Internet and social media is pushing a demand for modernization into previously remote communities.

The number of users of city services is expected to skyrocket, and the profile of those services will become diversified. Social responsibilities for modern city and local governments now include providing child care, youth services, and elder advocacy as well as preserving the rights of disadvantaged citizens. City managers have become economic stewards, tasked with overseeing the use of public funds and justifying actions to informed taxpayers. On the environmental front, they must help maintain neighborhood livability and ecological sustainability by implementing a green agenda and supporting initiatives for public transportation and recycling. They must also manage such important public safety initiatives as crime prevention and emergency and disaster response.

Against this background, local governments all too often can only play defense, because the number of emergencies – and of constraints on ways to cope – keeps growing daily. Needs for security intensify as information leakage and fraud increase hand in hand with the benefits of the digital age. A proactive stance is called for, but it requires visibility across city projects. Accountability is a must nowadays, and objectives should clearly align with long-term strategies.

Applying World-Class Analytics to the Challenge

The SAP® BusinessObjects™ City Performance Management brings meaningful, industry-specific, role-based insight to your city's performance. You have powerful dashboards for instant, interactive visualization of all your data. You gain a single version of the truth. The software integrates nearly 100 standard key performance indicators (KPIs) gleaned from best-run cities and local governments around the world. And it comes with a library of over 500 additional related KPIs you can leverage when you customize your implementation.

Armed with actionable information, you can support team decision making and strengthen the support of your constituency. And with powerful multilevel analytics, you always have both the big picture and the granular detail you need to respond quickly to events and correct your course toward objectives. This extensible, rapid-time-to-value application is designed to work in any IT environment and with any data source. Using built-in monitoring of metrics and performance analyses of how KPIs affect each other, you can better manage the four types of issues you typically face: economic, social, environmental, and public safety. The software helps you apply current and past lessons to tackle a diverse set of issues across operations – delivering insight within context, so necessary to helping you maintain a livable city today and tomorrow.

Closing the Gap Between Strategy and Execution

Ultimately, every organization has to learn to close the gap between strategy and execution. It requires a shared understanding of strategic goals and application of an integrated model that can measure and monitor performance of daily activities as they support strategic initiatives. SAP BusinessObjects City Performance Management empowers staff at all levels to align resources rapidly and execute strategies effectively, while providing insight into areas of risk. You can organize and collaborate around portfolios of possible initiatives and identify the projects that have the highest potential for attaining your goals. You can monitor ongoing work for compliance with objectives and regulations. By clearly linking strategic plans to operations, performance measures, and people, you can set clear priorities your team can act on with confidence and purpose.

Aggregating and Sharing Information

Beyond recording how the city is performing, SAP BusinessObjects City Performance Management can help you report findings to internal and external stakeholders clearly and promptly. Graphic displays render the jumble of statistics relating to social, economic, environmental, and safety issues into actionable information that illustrates the relationships between KPIs. Compliance and accountability issues stay firmly embedded in decision-making processes, and lessons learned can feed back into planning processes to promote continuous improvement. The intuitive cockpit interface incorporates best practices in public sector management. The figure below illustrates a sample overview screen with summary information along the four standard dimensions.

Reducing Waste and Raising Accountability

Using the analysis delivered through the dashboards, you can spot areas with the greatest potential to benefit from specific measures applied to improve them. When you identify initiatives that are meeting their targets, you can move funds and personnel to those projects. In realigning your resources, you support desired outcomes of the most promising initiatives. You can be sure staffing assignments satisfy not only your objectives but also those of your staff, providing them a chance to observe the downstream results of their work and increasing staff satisfaction. By helping your constituents understand exactly how their tax monies are applied, you add public approval to financial benefit.

Find Out More

To learn more about implementing the SAP BusinessObjects City Performance Management, call your SAP representative or visit us on the Web at http://www.sap.com/solutions/sapbusinessobjects/index.epx

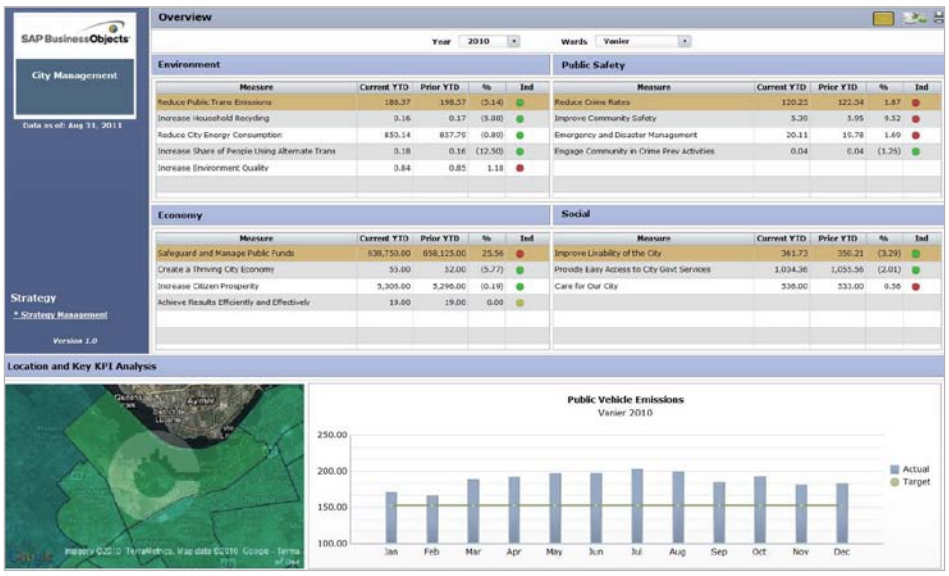

Figure: Overview Screen from SAP® BusinessObjects™ City Performance Management

About SAP

As market leader in enterprise application software, SAP (NYSE: SAP) helps organizations of all sizes and industries run better. From back office to boardroom, warehouse to storefront, desktop to mobile device – SAP empowers people and organizations to work together more efficiently and use business insight more effectively to stay ahead of the competition. SAP applications and services enable more than 109,000 customers to operate profitably, adapt continuously, and grow sustainably. For more information, visit www.sap.com.

Optimizing Business Performance Through Innovative Solutions

Our mission is to make every customer a best-run business. Our software and services help customers optimize their business processes. SAP customers can use business analytics to attain insight, efficiency, and flexibility to respond to changes in the business environment with more agility and effectiveness and capture the full benefits of business networks. By leveraging innovative technologies to help organizations become best-run businesses, we help customers around the globe perform at a significantly higher level of effectiveness and efficiency. In reaching for this goal, we are also contributing to global economic development on a grand scale.

The SAP product portfolio comprises enterprise resource planning and related applications such as supply chain management, customer relationship management, product lifecycle management, and supplier relationship management, along with business intelligence and enterprise performance management solutions. And our software is available on demand, on premise, and on device. Essential to the SAP product portfolio is the enablement of complete data and process consistency for our customers, no matter which environment they are operating in.

Helping Organizations Run Better

Today, customers in more than 120 countries run SAP applications – from distinct solutions addressing the needs of small and midsize organizations, to suite offerings for global organizations. Our solutions, which cover standard business applications and technologies, as well as specific industry applications, are designed to help governments run better. They can make an organization's business processes more efficient and agile, enable real-time decision making, and create sustainable new value, no matter the operating environment. Incorporating in-memory computing technology across our data management offerings allows customers to instantaneously access any data, anywhere, any place, in real time.

SAP BusinessObjects City Performance Management empowers staff at all levels to align resources rapidly and execute strategies effectively, while providing insight into areas of risk.

QUICK FACTS

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Summary

City management organizations face tightening performance, compliance, and accountability requirements. The SAP® BusinessObjects™ City Performance Management can help you meet those responsibilities by providing a set of intuitive analytic functions alongside powerful performance management functionality. You gain the ability to choose direction, optimize resource usage, and monitor ongoing operations. You can intervene early to correct shortfalls and keep progress transparent to all stakeholders.

Business Challenges

- Guarantee services to citizens as the city population expands, diversifies, and ages
- Move beyond crisis management to proactively support the delivery of defined objectives and initiatives
- Manage data and operations to meet requirements for transparency, accountability, and performance
- Maintain a consistent overview easily shared with internal and external stakeholders

Key Features

- **A single version of the truth** – Empower all stakeholders to see at a glance where you stand on goals and objectives
- **Analytics for ongoing work** – Balance resource usage to deepen support for the most promising initiatives and check progress against a generous catalog of key performance indicators
- **Collaboration tools** – Align execution with strategy across functions and share information securely with intuitive graphics

Business Benefits

- **Reduced overhead** through careful process integration and performance management
- **Risk mitigation** through analysis to identify and resolve problems early
- **Improved public opinion** through transparent stewardship of public funds and successful delivery of projects
- **Higher job satisfaction** through helping staff members see the results of their efforts

For More Information

Call your SAP representative, or visit us on the Web at
http://www.sap.com/solutions/sapbusinessobjects/index.epx

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