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Turn Information into Actionable Decisions

Four Ways Resurg Business Insights assists organisations

Introduction

Now more than ever, organisations need to rely on accurate, impactful data. This is a continuation of a trend that has been in the works for over a decade. Business data requirements have changed from monthly or quarterly cycles to executives requiring live data, enabling corrective actions to happen in real time.

Data is all about accessing Business Insights to enable Executive and team managers to make better decisions. Which areas are performing better than others? Who are your best performers? Is it the right time to grow? Powerful analytics can help any business identify the outliers, trends, and key data points that provide the answers you need.

At the same time, having the most data possible is not as important as having the right data. Overwhelming your employees and managers with too much information can cause "analysis paralysis," slowing things down rather than leading to action. As the saying goes, "A man with one watch knows the time. A man with two watches isn't sure."

As a result, the best use of analytics can be found by consolidating the data across ERP, Sales, Operational and Payroll systems in an organisation - while providing reports on the truly vital, actionable insights your teams need.

The four key foundations that can take advantage of improved business insights to transform how your business operates:

1 **Live, Reliable Insights**

2 **Revenue & Pipeline**

3 **Payroll Insights**

4 **Sales & Operational Insights**

"Having the ability to understand trends in the business on a daily and weekly basis, is critical to remain productive."

1 Live, Reliable Insights

Critical business data is located in multiple systems, which takes time to extract and present in a meaningful manner for executive and team leaders.

✓ LIVE BUSINESS INSIGHTS

Monthly reporting is analytics of the past. To make faster decisions, executives and managers require key data on a daily basis.

✓ REVENUE BENCHMARKING

How do your teams stack up, who are the top performance or if you operate in a multi-site business, which locations are out performing and which require attention?

✓ EXPENSE BENCHMARKING

Understanding the variable costs in your business can be a challenge. Get the right data to view your expenses and compare across cost centers.

✓ CONSOLIDATE DATA SOURCES

Are you waiting on data from your ERP, CRM and HRM data sources? Consolidate data with ease and get the data you need to improve your business.

✓ IT'S A MOBILE WORLD

Most analytics and reporting engines are still heavily desktop based, get your data emailed daily and weekly, direct to your inbox.

> " *Understanding benchmarks in your organisation and comparison to key performance indicators is critical to drive results.* "

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2 Revenue & Pipeline

In general companies are good at understanding cashflow, invoicing and sales. However, understanding trends, the underlying metrics and productivity of the sales teams can be an unknown.

✓ FIND THE PIPELINE DRIVERS

Identify sales teams activity, calls, meeting and follow up to understand how pipeline can be influenced.

✓ BENCHMARKING TRENDS

How does one team or region perform against others? The right benchmarking insights can allow you to easily view each region or collectively side by side for performance analysis.

✓ EMPLOYEE PRODUCTIVITY

Understand the high performers and those than need additional support. Get the best from your team and provide the right motivation.

✓ LEAGUE LADDERS

Providing internal league ladders is a sale motivator. Who is performing with revenue, pipeline and profitability drive greater performance for sales teams.

> " *Resurg Business Insights provides the right data in an easily consumable format, direct from our ERP and CRM systems.* "

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Payroll Insights

Wages are one of the largest line costs for any organisations but how many CEOs truly understand the varibility.

✓ ANALYSE BY BUSINESS UNIT

Payroll costs are often rolled up as one number, by breaking out by cost centre, executives can understand under and over performing business units.

✓ IDENTIFY OVERTIME

Overtime can make or break profitability of a business. Understand trends and who are the regular

✓ VISUALISE LEAVE LAIBILITY

Leave liability is a critical issue for any company and is can be a hidden line item for a business. Manage your liability and ensure employees are do not accrue large leave balances.

✓ TARGET ABSENTEEISM

Understanding absentee, whether holidays, sick or workers compensation, which are critical to understand the health of your workers. Identify areas of concern and the employees that are regularly on unscheduled leave.

- HR Managers can track employee absences in real time
- Managers have improved visibility of leave

> "
> *Resurg People & Payroll module provides critical information for HR, payroll, finances and executives in gaining a complete picture of your team costs.*
> "

4 Sales & Operational Insights

All great organisations are powered by their people, and the right analytics can fuel an award-winning culture. Get unprecedented insights into employee trends, sentiments, and behaviours.

✓ BENCHMARK TEAMS & LOCATIONS

It's easy to look at the high level metrics. However, the real value lies in comparing teams, cost centers and locations.

- Benchmark sales performance, understand top performers and the areas that can increase performance

Create league tables to encourage teams to perform at their best

✓ VISUALISE TRENDS

Having the ability to compare to past periods, enables managers to spots trends before they become a problem. Instant in sites, enables a faster response.

✓ FOCUS ON YOUR KPI'S

Too often key KPI's are reviewed in monthly or quarterly reporting. Have the data to see your KPI's on a weekly basis or even better, on a daily basis.

✓ MAKE IT EASY

Accessing the key information in a easy to use format is critical. Resurg takes the effort out of preparing and distributing reports across your team.

> " *Clear visibility and benchmarking to expose the top and bottom performers, be it people, stores or regions is critical to our success.* "

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Building a Case for Change

The two biggest barriers to analytics success are often;

1) The technical capabilities and resources of the organisation and

2) Overcoming the prioritisation challenge of one team from another. As a result, information managers and executives takes longer to get the data than it should.

The Challenges

- ☑ *Executives and manager are not getting instant information, having to wait until processing of reports at onth end.*

- ☑ *Sales & Operations require a huge breadth of metrics and deeper reporting across the board*

- ☑ *HR & Payroll require deeper insights on overtime, leave liability and detailed analysis of the workforce*

- ☑ *For IT, the conversation may revolve around system stability, the specifications of the platform, and so on*

❝

Resurg Business Insights provides the Executive team and Managers with information in real time - previously we were operating a month behind the data.

❞

Resurg Approach, Making Insights Easy

- ☑ **Pre-defined templates. Reduces the implementation cost and improves the time to deliver reports via the web and instant email updates**

- ☑ **Real time data. Resurg leverages your existing data via APIs, extracting data as it happens**

- ☑ **Reduce the IT Backlog. Resurg's test and learn approach, gets the results faster**

- ☑ **Users Security: Executives, managers and teams have access to the right data, keeping sensitive data secure.**

Our Approach

The common message across every KPI discussed is clear: Having better analytics is one of the most impactful changes your organisation can make. Start the process by giving every stakeholder you've identified, from the C-level down, a seat at the table to voice their needs and understand the benefits they could realise with a new platform.

No matter your industry or the size of your organisation, housing your data in a single, unified solution is a powerful step towards creating trust in its accuracy- eliminating the need for users to double-check information and enabling them to spend their time using that data in actionable ways. An integrated solution that ensures the flow of data from WFM to HR to payroll to reporting through the organisation has innumerable benefits.

Benefits

- *Unify all sources of wage costs (both wage and non-wage) throughout the organisation for greater visibility and budgeting*

- Track costs and revenue in real time

- *Simplify contract labour tracking and other forms of nontraditional staffing*

- *Ensure employees with the best skills and certifications are being matched to the right positions throughout the organisation*

- *Provide full-featured reporting capabilities on any device (desktop, mobile, tablet)*

For more information on transforming your analytics with a single solution for payroll, HR, and workforce management, visit:

www.resurg.com.au