

PERFORMANCE MANAGEMENT

Track performance with interactive graphical scorecards and dashboards.

SELF SERVICE REPORTING

Out of the box reports and business user-friendly tools for easy custom reporting.

DRILL-DOWN ANALYSIS

See detailed transaction level data to assess specific issues.

PREDICTIVE ANALYSIS

Sophisticated predictive analysis, segmentation, and recommendation algorithms.

VISUALIZATION

Stunning graphic representations of real-time business insights that can be modified and expanded upon.



Intelligent field service management requires powerful business intelligence capabilities that can collect and organize both structured and unstructured data from multiple sources to address a broad spectrum of reporting and analysis requirements. Accurate, timely, and actionable information is needed throughout the process and at every level of the organization.

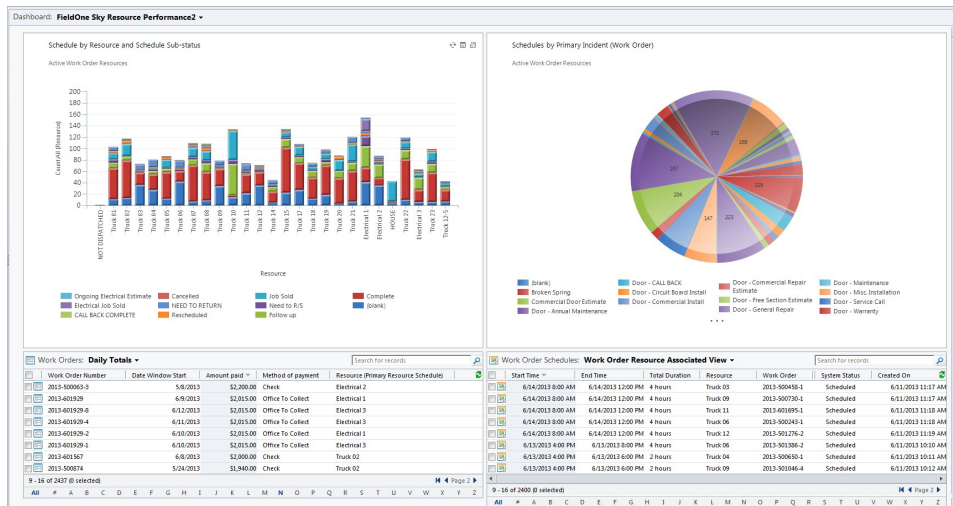
Sky's business intelligence engine builds on the full-featured Microsoft Enterprise Information Management Framework and provides a complete, best-of-breed business intelligence toolset optimized for field service management. Advanced capabilities for efficient data integration and quality enable IT to deliver a credible, consistent dataset incorporating data from any number of enterprise data sources.

Users can quickly and effectively view and act upon KPI information in easy to configure and use dashboards or they can choose to explore and analyze data using highly interactive web-based interfaces providing simplified yet powerful capabilities of data querying and visualization.

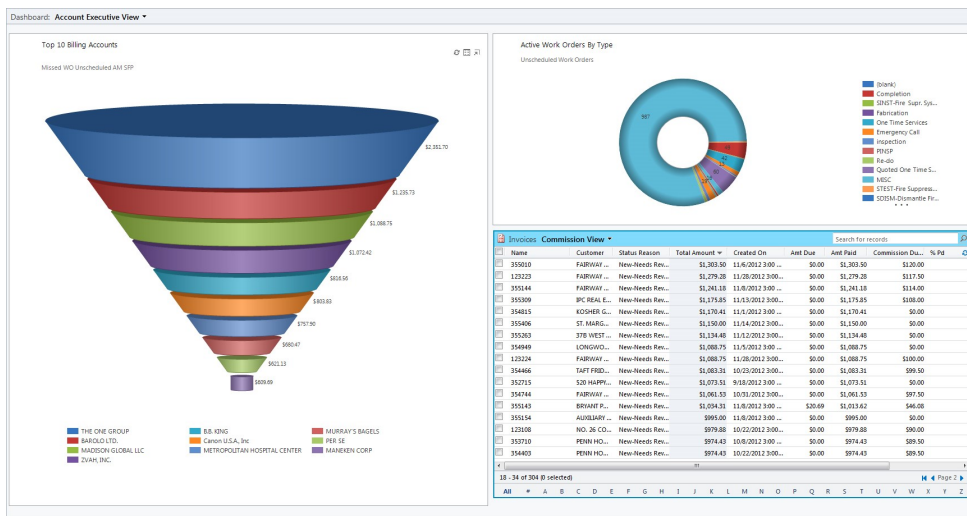
Operational business intelligence enables field agents to provide the best possible customer experience. Real-time visibility into KPI's, with drill-down to expose detail, keeps the organization focused. Insights into multiple facets of field service from agent performance, through equipment failures, parts inventories, and routing and scheduling can be analyzed - along with sales, marketing, and supply chain data - to drive continuous service quality improvement and revenue optimization.

- ◆ A complete spectrum of business intelligence capabilities and enterprise information management technologies.
- ◆ Gain insight from data across the organization with enhanced reporting and analysis capabilities leveraging a comprehensive, consistent data set.
- ◆ Unlock breakthrough insights by allowing users to visualize and rapidly explore data with the newest ad-hoc query capabilities of Microsoft Power View and PowerPivot.
- ◆ Provide users with accessible intelligence across the organization through managed self-service BI, dashboards and scorecards on any desktop or mobile device.

- ◆ Create and manipulate data with a variety of tables, charts, and views to visualize data in a way that best suits your purposes.
- ◆ Access and analyze information in a completely interactive, web-based authoring environment that has the familiar look and feel of Microsoft Office.
- ◆ Interactive views of any data residing in the form of a tabular model.
- ◆ One semantic model for all end-user experiences - reporting, analytics, scorecards, dashboards.
- ◆ Access data from any third party source including SQL Server, Oracle, Teradata, DB2, ODBC, OLE DB, text files, and the Microsoft Entity Framework.



- ◆ Maintain data quality in a consistent, controlled, managed, integrated, and fast manner.
- ◆ Ensure that data is suitable for business usage.
- ◆ Rich capabilities in data cleansing, deduplication, and profiling functionalities manages the integrity and quality of the data set.
- ◆ Test multiple data-mining models simultaneously with statistical scores of error and accuracy and confirm their stability with cross-validation.



- ◆ Build multiple, incompatible mining models within a single structure; apply model analysis over filtered data; query against structure data to present complete information, all enabled by enhanced mining structures.