

Thank you for attending the June 2018

# Bistech User Group (B.U.G)

email: [bug@bistech.com.au](mailto:bug@bistech.com.au)

**24<sup>th</sup> Edition**

Tuesday 19<sup>th</sup> June 2018



# Agenda

- 8.30am General Business
- 8.35am What does IBM Cognos BI V10.x End of Support mean?
- 9:15am Getting a HeadStart on your Planning Analytics deployment
- 9:40am Certent CDM Overview
- 10.00am Networking
- 10.30am Conclusion



<https://www.youtube.com/watch?v=BWLTl1Yq7cc&feature=youtu.be>





*Celebrating*  
**15**  
*years*







# In Business Since...

# 2003

Happy Birthday to us  
Happy Birthday to us  
Happy Birthday Dear Bistech....

# General Business

Bistech **Customer Care** Support Services

**Analytics & Data Warehouse Support Services**



# General Business

## Bistech **Customer Care** Support Services

Customer Care Support Service	BRONZE	SILVER	GOLD
Daily System Operations Checks	•	•	•
General System Housekeeping	•	•	•
Environment & Performance Reviews	•	•	•
Remote Support Assistance	•	•	•
Business Hours Support	•	•	•
Helpdesk Support		•	Priority
Support Issue Logging and Reporting		•	Priority
Issue Resolution and Remediation		24 hrs	4 hrs
Target Response Times		2 hrs	Immediate
Escalation to Senior Consulting Services		•	Priority
System Patching and Upgrades			•
Consultative Training			•
Consulting Services			12 days
Advanced Technical Troubleshooting			•
Onsite Support (as required)			•



# General Business

## IBM Cognos Analytics V11 R11 **Now Available**

With the arrival of sunshine and warm weather in Ottawa, there has even more reason to celebrate with the availability of the latest release of Cognos Analytics, release 11.0.1(R11). It has been less than 8 weeks since the last release, which was R10, so this is a small release in terms of content, but it addresses some of the key things that customers have been asking for including...

- Add custom shapes to geographic locations in your dashboards and reports with **support for Custom polygons**
- **Portal pages in Cognos Analytics** at last! – Access all the portal pages you created in Cognos BI within the Cognos Analytics experience
- **Better Dashboard performance** with support for caching
- Reduce risk of un-authorized modification of Report details – Enables a BI Administrator to **override the default visibility settings for objects**

# Bistech Training

## IBM Cognos Analytics Author Reports Fundamentals v11

11<sup>th</sup> – 13<sup>th</sup> July 2018 (3 days)

## Bistech IBM Planning Analytics Workspace (PAW) Essentials

26<sup>th</sup> July 2018 (1 day)



All BUG attendees will receive a 10% discount on Bistech Essentials training.  
Mention discount code: **BUG2018** at the time of booking

Contact: [training@bistech.com.au](mailto:training@bistech.com.au) for further details

# General Business

**Welcome to our new Bistech  
Customers**



michael hill





# General Business

☆ Bistech Awarded Highly Commended at CRN 2018 Impact Awards ☆

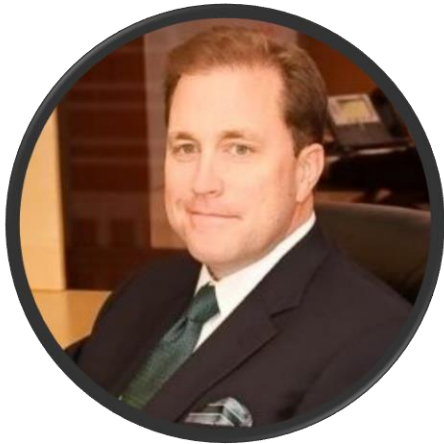
**RETAIL  
DEFENDER**



Guesswork free loss prevention



# Our Presenters



**Brian McGough**  
IBM



**Simon Dowle**  
Certent

IBM Analytics

# Data Science and Business Analytics

**BISTECH USER GROUP (B.U.G) –24th Edition**  
June 19th



**Brian McGoff**

Global Business Unit Executive  
IBM Business Analytics



**Matt Denham**

Offering Manager  
IBM Business Analytics

**IBM Cloud**





# Decisions



Your data has **outgrown** the analytics **capacity** of your average business user.



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We make data  
simple and  
accessible

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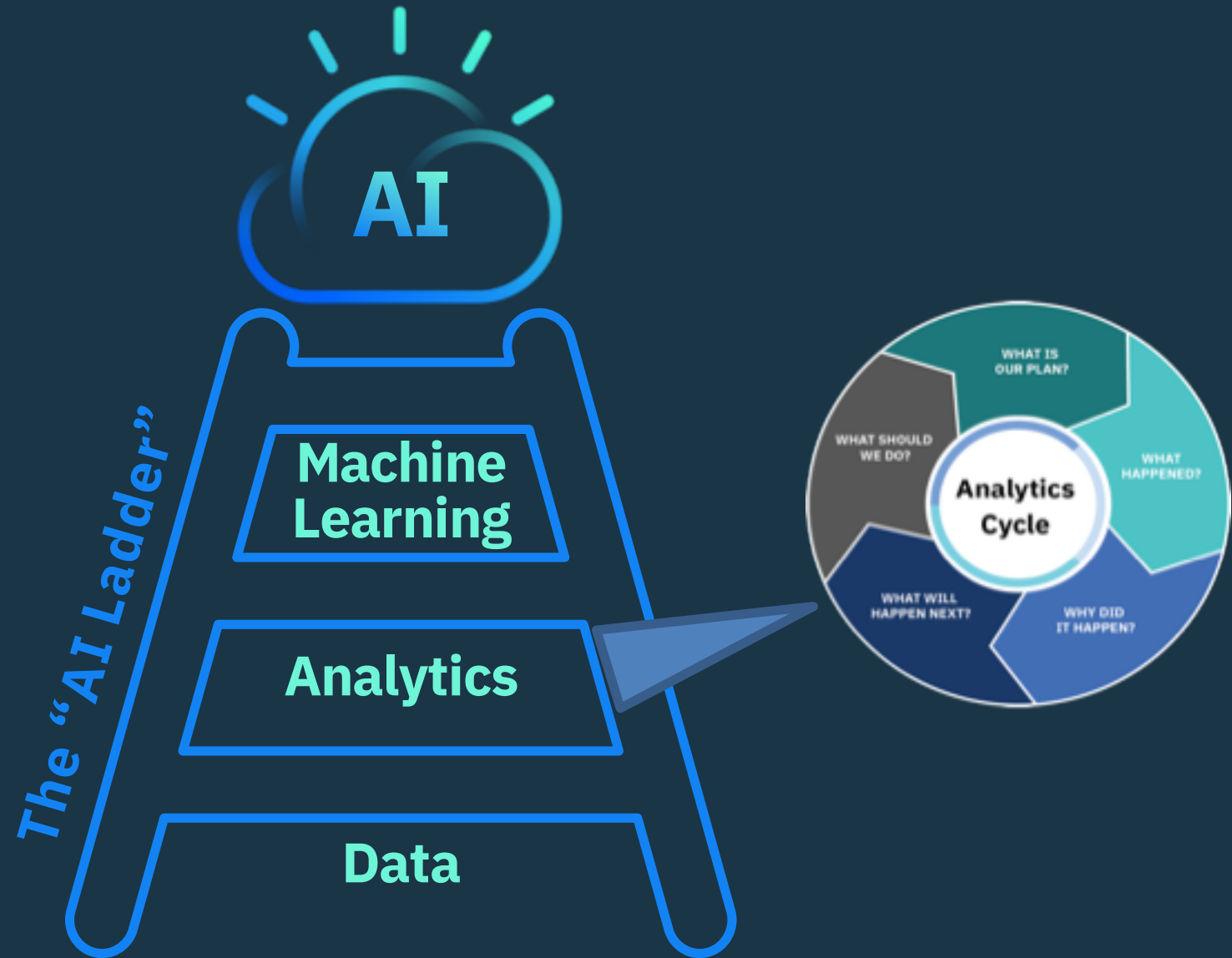
We deliver data  
insights for better  
business decisions

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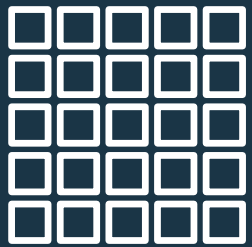
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We help our  
clients climb  
the AI Ladder

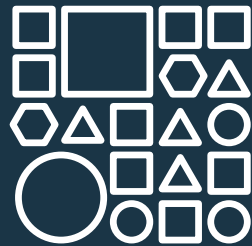
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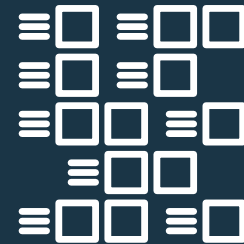
# The classic definition (volume, velocity, and variety) alone does not emphasize the challenge of understanding Big Data



VOLUME  
data at rest



VARIETY  
data in many forms



VELOCITY  
data in motion



VERACITY  
data in doubt



VARIABILITY  
data of many meanings



VULNERABILITY  
data at risk



# Cognitive businesses will redefine how decisions are made

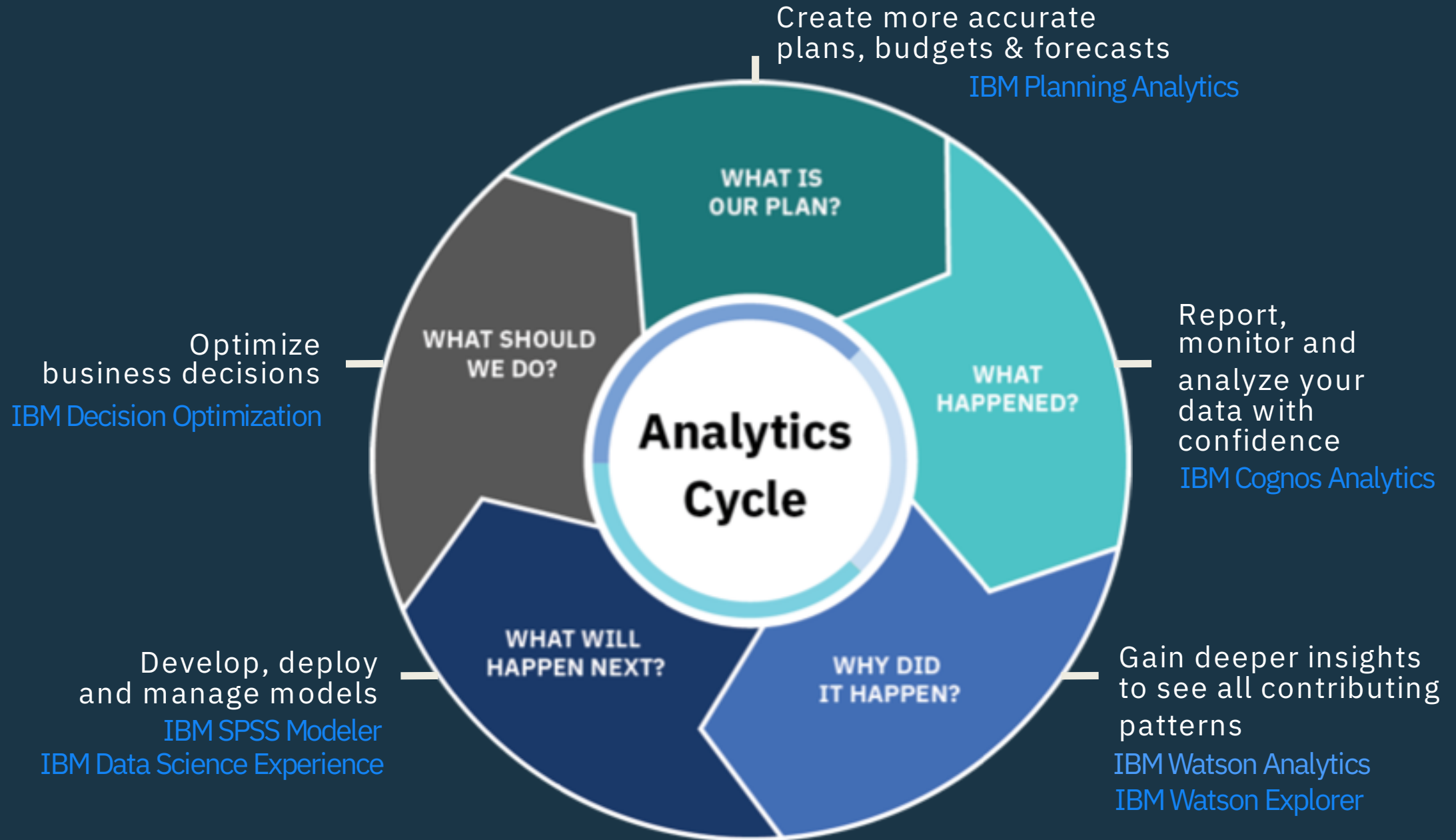
## AI is the system of the future

People will define what is to be learned.  
System will learn how to learn it.

- Interactive decision making, learning and evidence-based explanations
- A range of techniques including natural language processing, knowledge and planning
- Statistical prediction analysis and pattern recognition to make highly data-driven decisions



# IBM Data Science and Business Analytics Platform



# There are 4 key factors shaping the future of BI



**Self Service** for users to create personalized content using corporate and external data



**Ease of use** to allow users to efficiently achieve their goals



**Governance** for performance, security and scalability



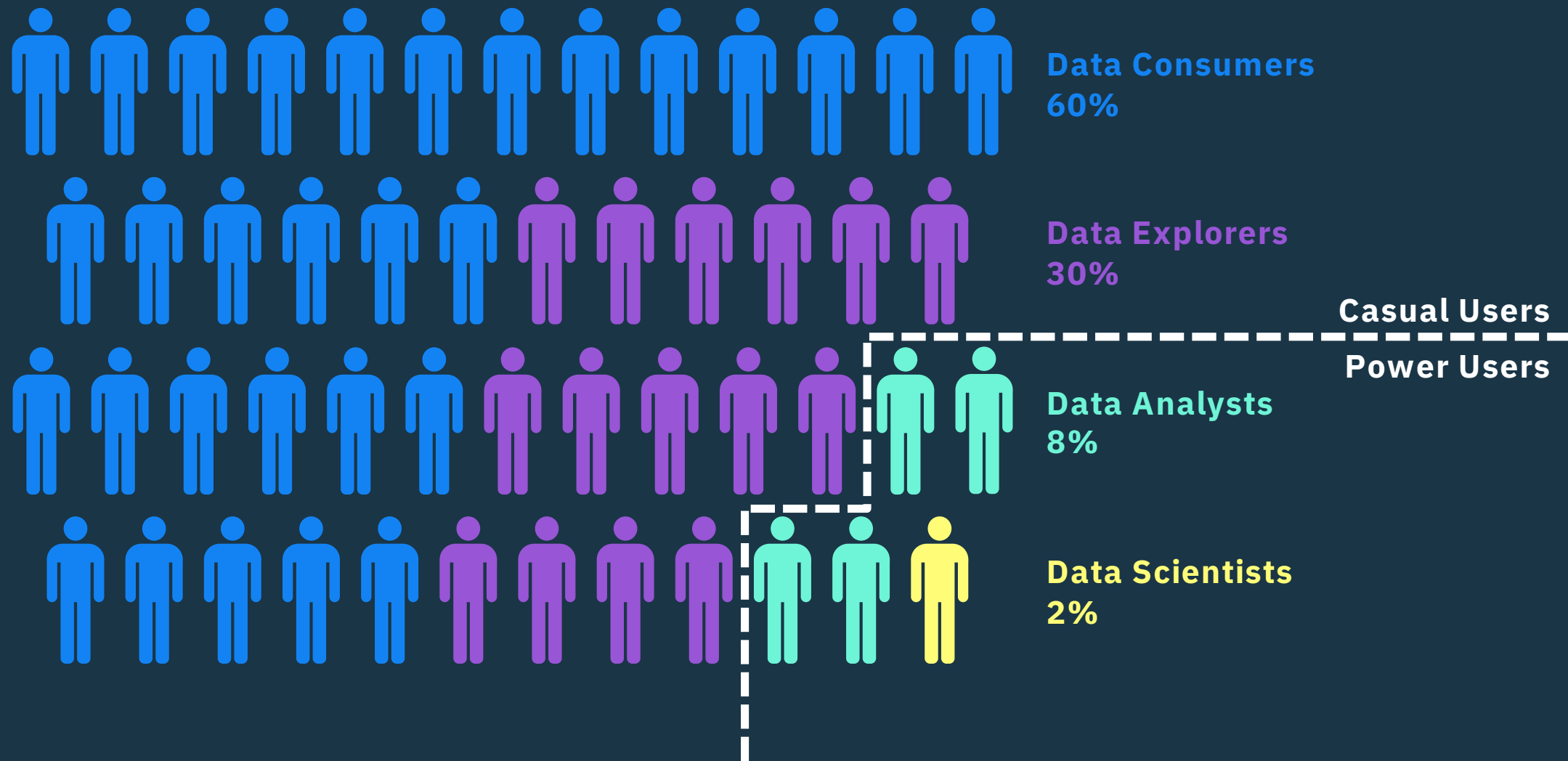
**Operationalize** user created assets

**Gen.  
Two**

**Gen.  
NOW**

**Gen.  
One**

# There is a growing population of Professionals hungry to put data to work





# Governance needs to apply to both data and analytics

*More than technology – it's about **people and process**: IT and Business need to agree on a set of business rules, policies and terms to guide governance*

## Data Governance

- ❖ Is about information availability, accuracy, findability and fluency
- ❖ Prepare business ready data for decision making
- ❖ Data quality, data integration, lineage, auditability, security, business glossary, MDM, are key elements

3 companies out of 4 waste an average of

# 14%

of revenue due to bad data quality

## Analytics Governance

- ❖ Is about authorization - who can access what/when
- ❖ Manage Access Control Lists to apply rules to users and content
- ❖ Ability to audit who accessed content and when
- ❖ Enforce analytic governance policy, by providing ability to restrict capabilities

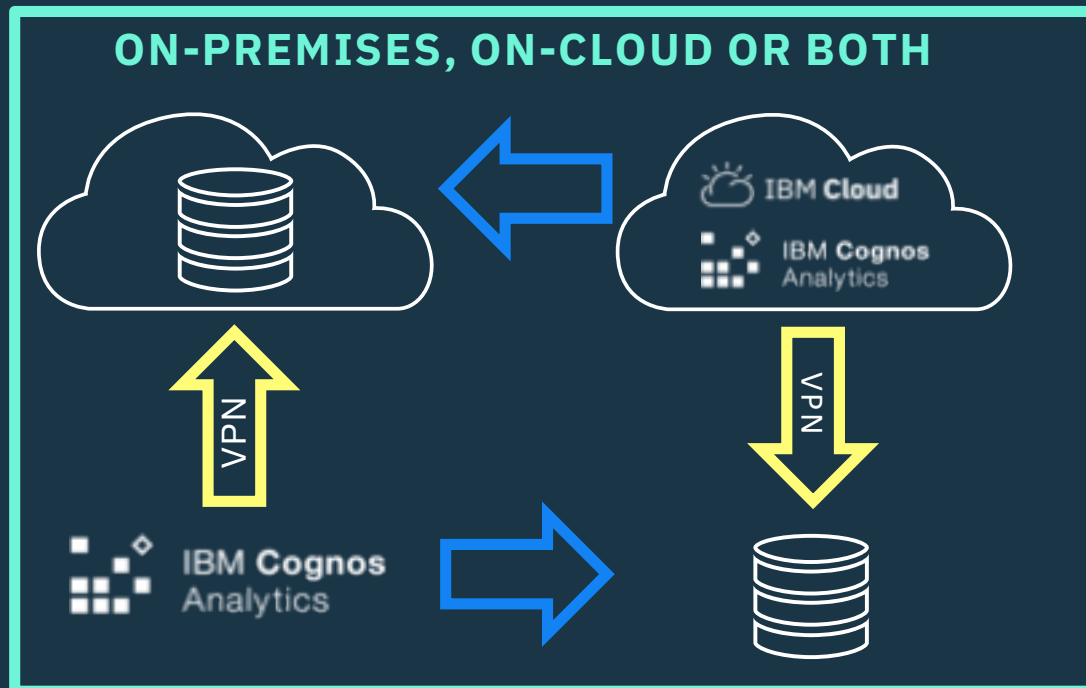
# <10%

of self-service BI initiatives are governed enough to prevent inconsistencies and bad decisions.

# Cognos Analytics Continuous Development

## CA = Agility

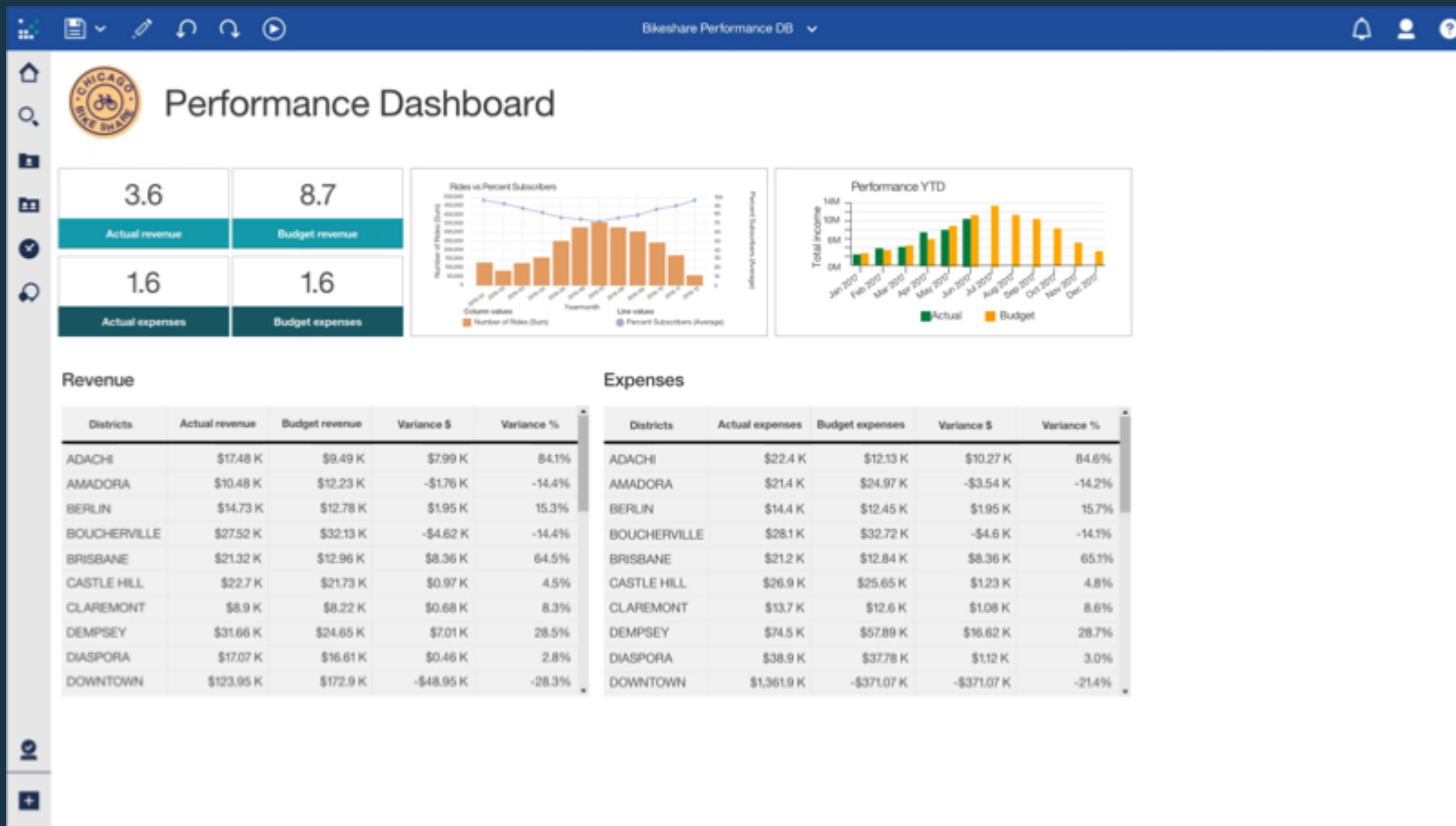
- Rapid delivery for on-premises and on Cloud
- 11 updates in 2 years
- Upgrade in place / skip releases
- Fully managed SaaS
- Secure and Governable



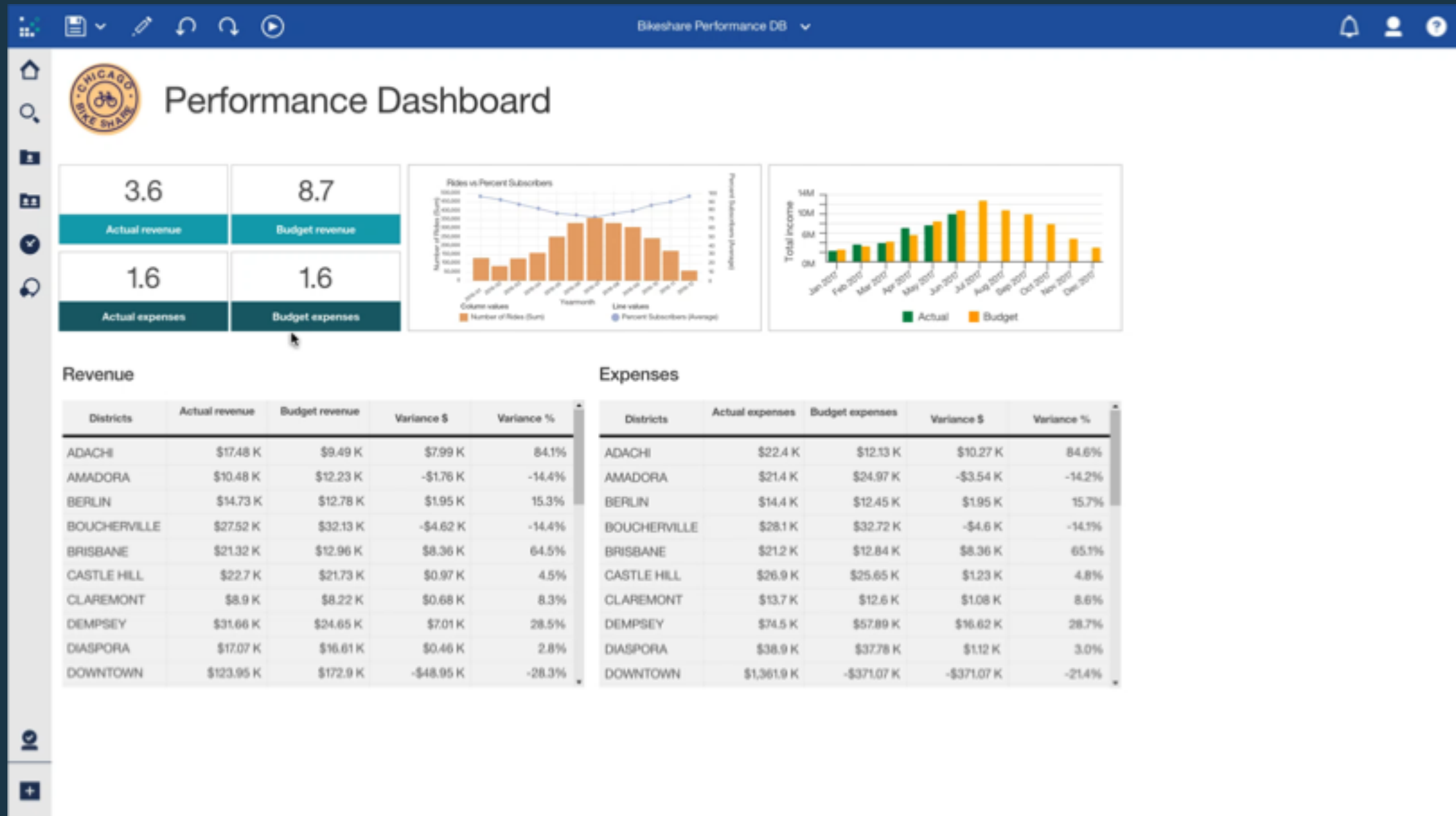
## Highlights include:

- New Visualizations
- Mapping and best in class polygons
- Storytelling and Infographics
- Ease of use enhancements (navigation groups, gestures)
- Interactive Modeling (Data Shaping)
- Embedding, sharing, theming and extensibility
- OLAP and relational packages in dashboards
- Reports can leverage more than one package
- New data sources

# New Reporting Capabilities - Demo

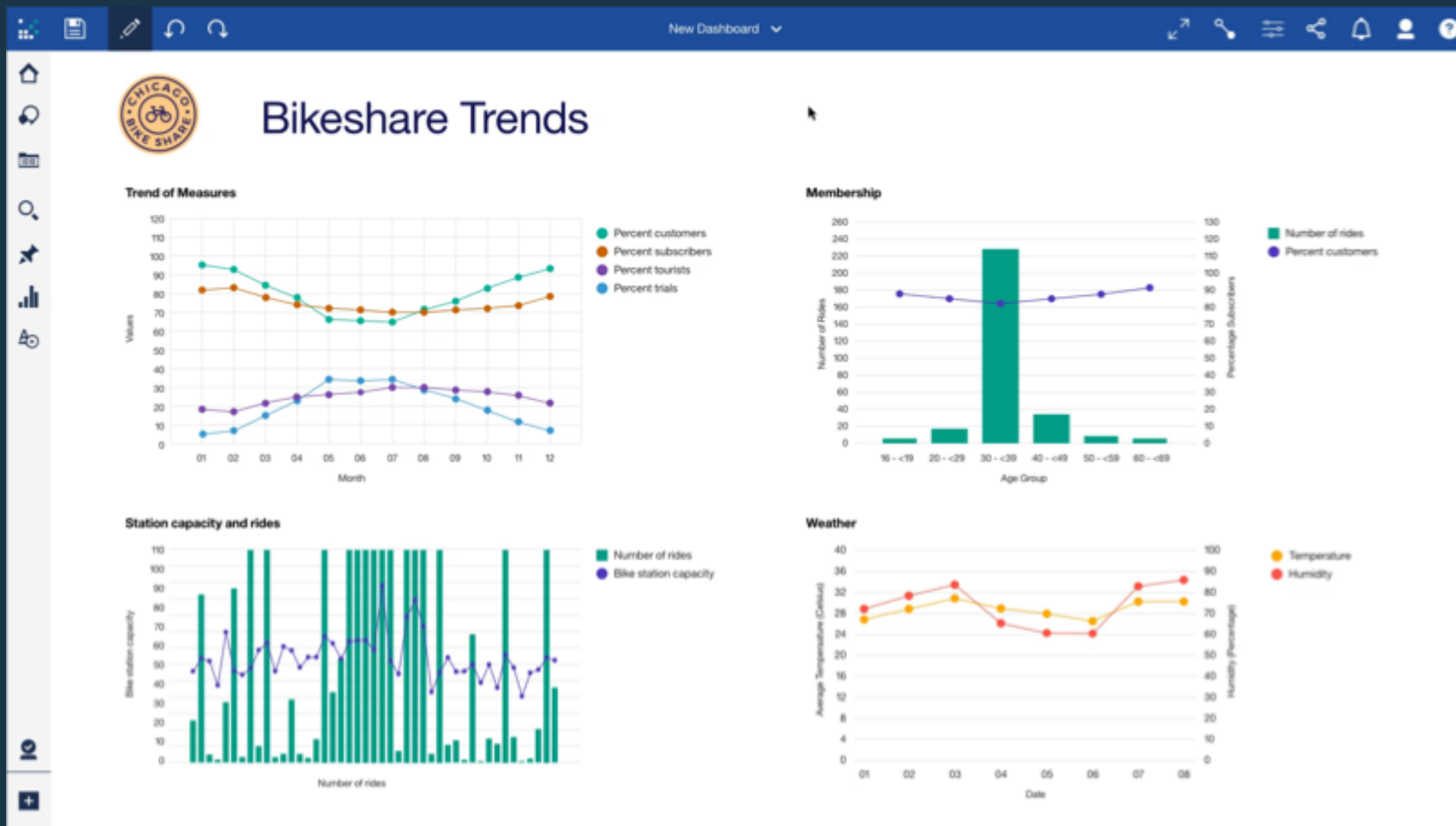


# New Dashboarding Capabilities - Demo





# New Data Exploration Capabilities - Demo



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We make data  
simple and  
accessible

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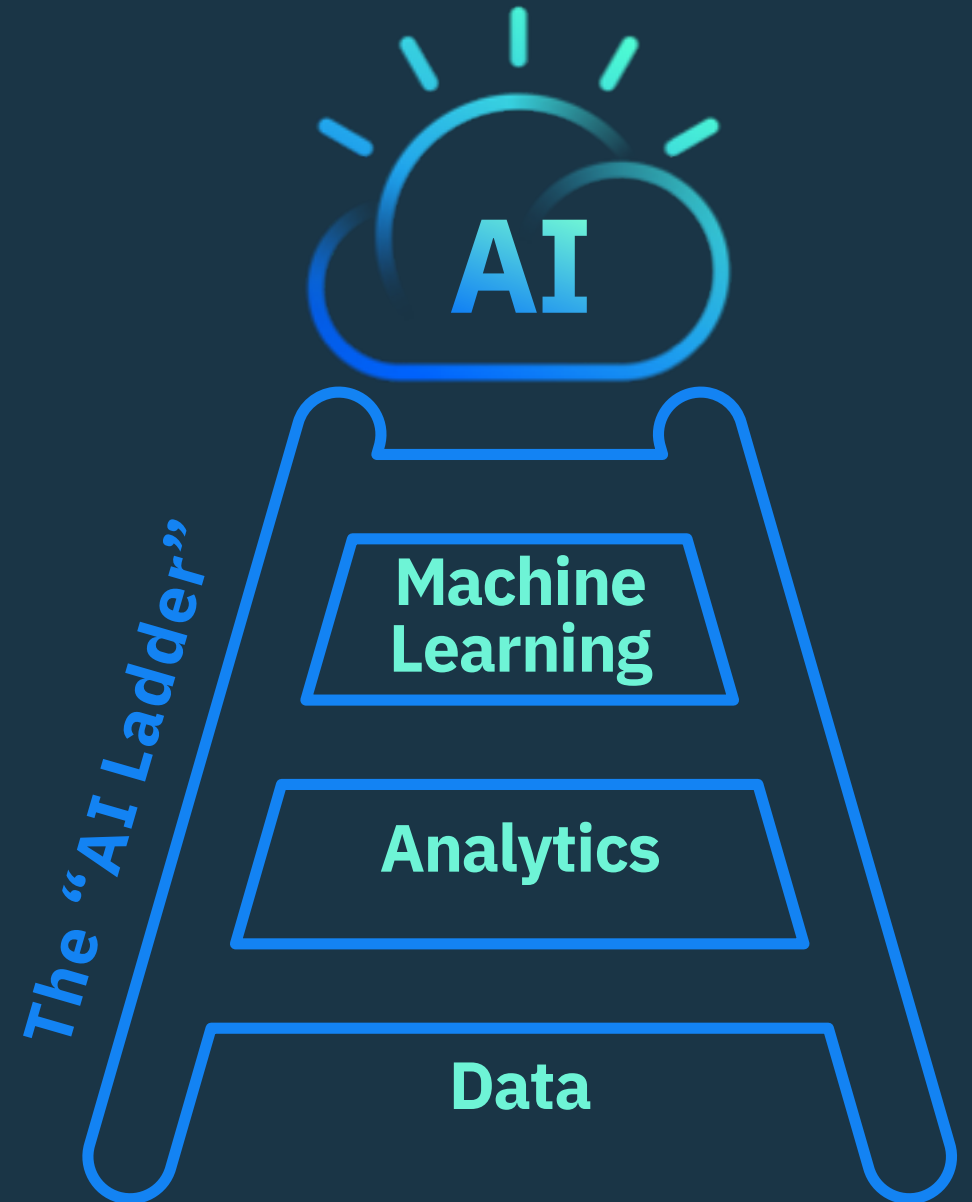
We deliver data  
insights for better  
business decisions

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We help our  
clients climb  
the AI Ladder

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## The Competitive Advantage of Collective Intelligence

The power of Cognos Analytics allows everyone in an organization to use the same data, despite job roles. With this

collective intelligence capability, decisions can be made together, uniting everyone to move the business forward towards new opportunities. By removing gut-instinct from decision-making and relying on factual data, confident decisions can be made faster and be far more effective. Click on the [video link](#) to learn more.

## Scalability, Security, and Governance

Cognos Analytics was specifically built with enterprise scalability, security and governance in mind. Whether you're a large bank or corporation, Cognos Analytics has the ability to adapt and scale with your enterprise. Plus, with a very deep-set of governance, Cognos Analytics allows you to govern your data, reports and dashboards, putting you in control. Click on this [video link](#) to learn more.

## IT's Critical Role in Cognos Analytics

While IBM Cognos Analytics enables self-service for the business users, the system itself is still governed by IT. The role of IT is primarily to establish governance and security procedures for the data sets and reports. The users can then collaborate and share information amongst themselves. Click on the [video link](#) to learn more



## Drive confident decisions

As a business leader, you want to make sure that when you make a decision, you have confidence in the data and analytics behind it. With Cognos Analytics aligning your organization from a data and analytics perspective not only benefits you in generating more confident decisions, but it also helps with pursuing the ideal course of action. Click on this [video link](#) to learn more.



# BISTECH FPM HEADSTART SOLUTION

**WANT TO GET A  
HEADSTART ON  
YOUR FINANCIAL  
PERFORMANCE  
MANAGEMENT?**



ERROR-PRONE BUDGETING  
SPREADSHEETS REPLACED WITHIN  
**3 MONTHS**  
QUICKLY IMPROVING ACCURACY

**90% REDUCTION**  
IN MANAGEMENT  
REPORTING WORKLOAD  
SAVING ON HEADCOUNT

**65% FASTER**  
MONTH-END PROCESSES  
ENABLING GREATER RESPONSIVENESS  
TO FINANCIAL ISSUES

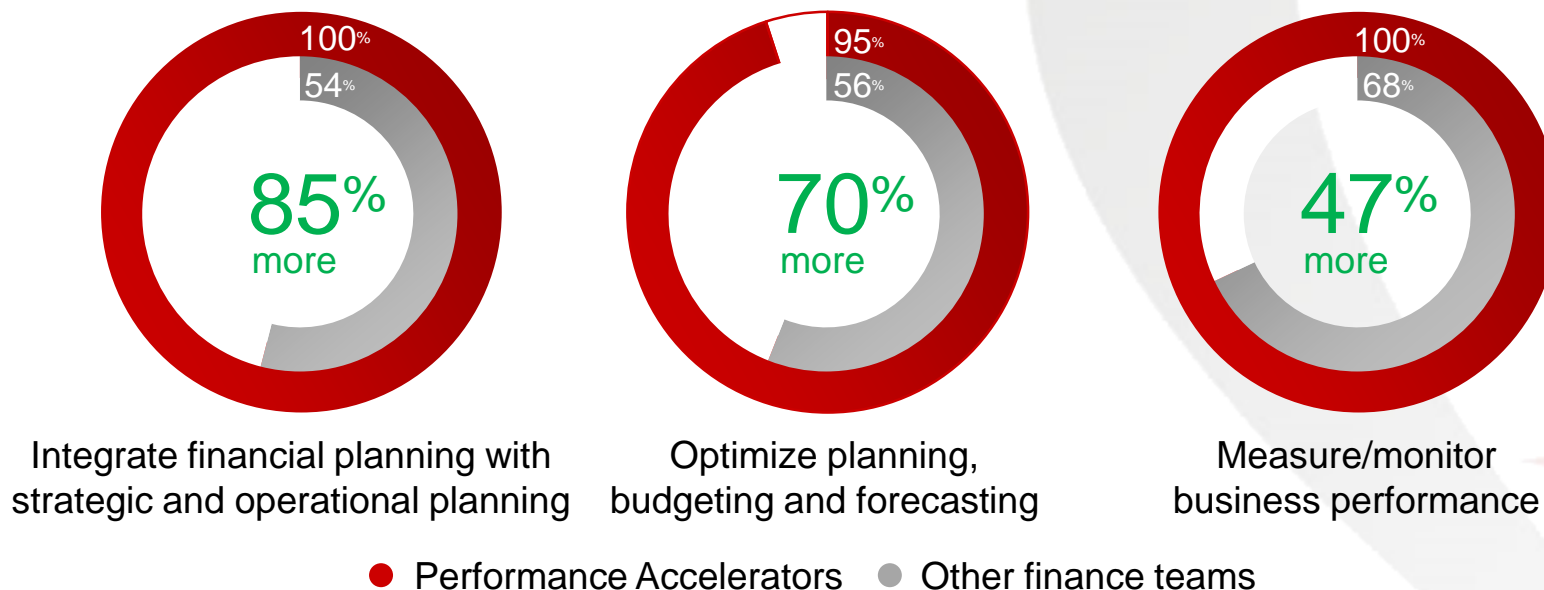




## Why is FPM Important? The Gap Between 'Good' and 'Great' is Huge

“Performance Accelerators” (*defined as CFOs with topnotch finance teams*) have superior planning and performance measurement capabilities. Their organisations consistently outperform companies that are just ‘Good’

Areas of effectiveness in organization





## As a CFO, Finance Manager or Accountant **ARE YOU CONCERNED ABOUT...**

### TRUST?

Do you have little faith in the reported numbers due to the amount of error-prone data manipulation and preparation that takes place?

### TRANSPARENCY?

Do you struggle to get and provide a unified and accurate view of financial performance through a 'single version of the truth'?

### EFFICIENCY?

Is too much time and effort - by too many people - being consumed preparing and completing an end of month reporting and budgeting cycle?

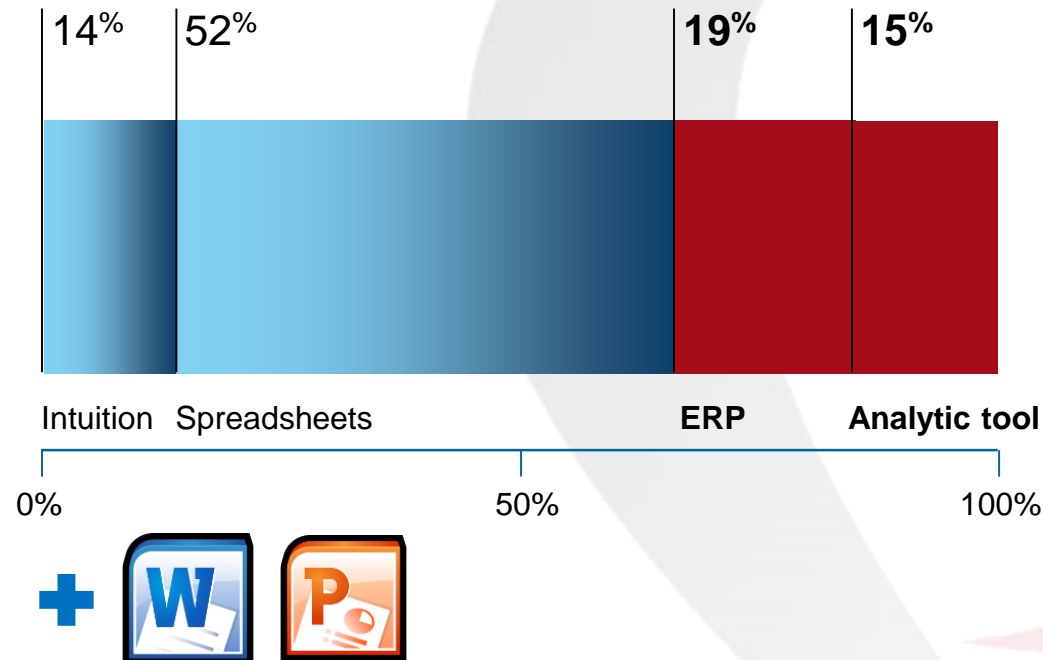


**Do you have a technology deficit?** | a majority of organisations over-rely on spreadsheets and intuition for two-thirds of decision support activities

*“ We need to ensure we deliver value through changing technology versus being a slave to our systems.”*

*\*CFO, Large Insurance Company*

Capabilities/tools used to support finance

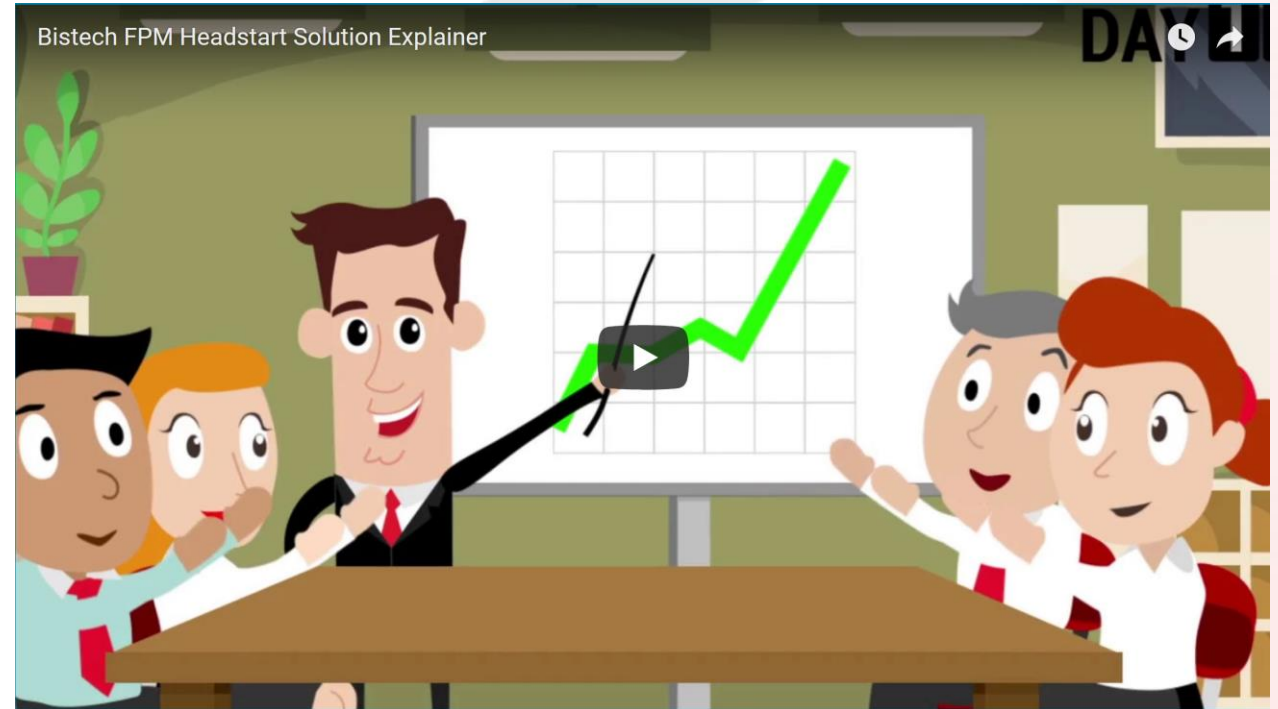




# BISTECH FPM HEADSTART SOLUTION

## The Solution...

Bistech's Financial Performance Management (FPM) Headstart solution provides **pre-built** assets for common FPM activities, adhering to **best practice frameworks** and **designs**



[www.bistechfpm.com.au](http://www.bistechfpm.com.au)





# BISTECH FPM HEADSTART SOLUTION

## FPM HEADSTART



### MONITORING



Deliver key performance indicators through dashboards, visualisations and scorecards



### REPORTING



Integrate operational plans with financial budgets and forecasts



### PLANNING



Transition from rigid annual budget cycles to ongoing rolling forecasts





# BISTECH FPM HEADSTART SOLUTION

Built and implemented by our full-time team of **Certified Accountants**, Bistech's FPM Headstart solution allows organisations to quickly transition from existing systems and get up and running quickly, yet still provides the opportunity to customise and extend the solution based on the unique requirements of your business



**Chartered  
Accountants**





Bistech's FPM solution uses **IBM's Planning Analytics** to link financial plans to operational tactics to better synthesise information and infer trends.

The dynamic planning and analytics workspace enables;

- driver-based planning
- rolling forecasts and
- helps organisations break free of the constraints of Excel

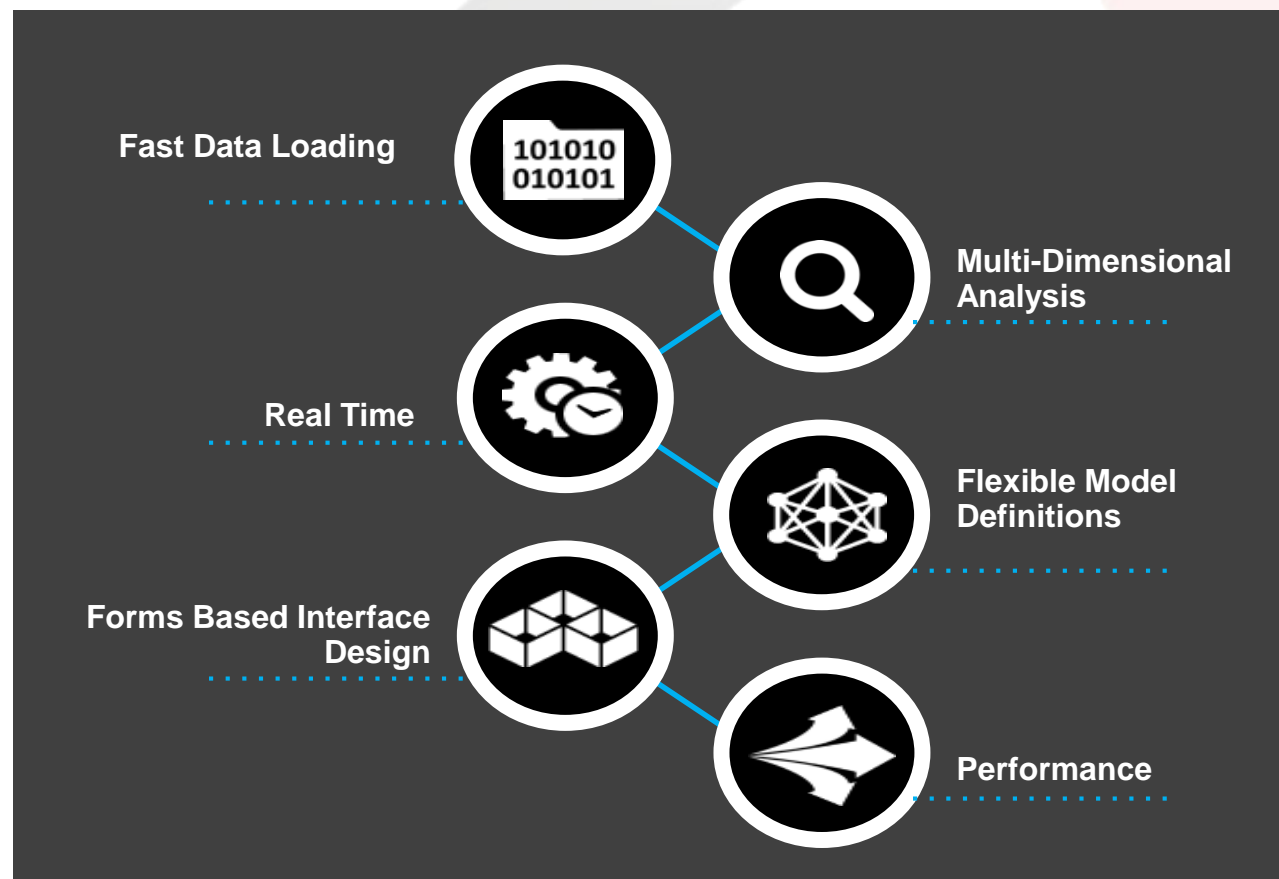


## Hi-Speed, In-Memory Cubing Engine Fast, Agile, Scalable

**IBM Planning Analytics** is the best Financial Performance Management technology platform on the market **for managing volatility**, providing **real-time** responses to complex questions.

### Embracing Volatility

- High volume contribution
- “What If” analysis
- Meta-data changes
- Data refresh







## A solution that is all about providing Speed, Agility, and Foresight



**Speed** - Start quickly and grow your deployment wherever needed, automating planning, analysis and reporting to drive efficiency



**Agility** - Adapt plans, budgets and forecasts to changing business conditions. Then align financial plans with corporate objectives linked to operational tactics and market events



**Foresight** - Explore and visualize insight from internal and external data, understand what is driving your business, and then incorporate those insights into plans that anticipate the future with confidence



# BISTECH FPM HEADSTART SOLUTION

## CUSTOMER CASE STUDIES



### MATER FOUNDATION

The organisation is now using IBM Analytics technology to enhance governance and fine-tune its financial plans to help it achieve their goals.

[READ MORE](#)

### GO HEALTH

A new analytics platform from IBM is helping the company plan and budget more accurately, and gain new insight into sales and membership.

[READ MORE](#)

### CENTURY YUASA

Century Yuasa's big challenge was that they were creating annual budgets for all three divisions based on a complex web of linked spreadsheets.

[READ MORE](#)



## FPM HEADSTART



### MONITORING



Deliver key performance indicators through dashboards, visualisations and scorecards



### REPORTING



Integrate operational plans with financial budgets and forecasts



### PLANNING



Transition from rigid annual budget cycles to ongoing rolling forecasts

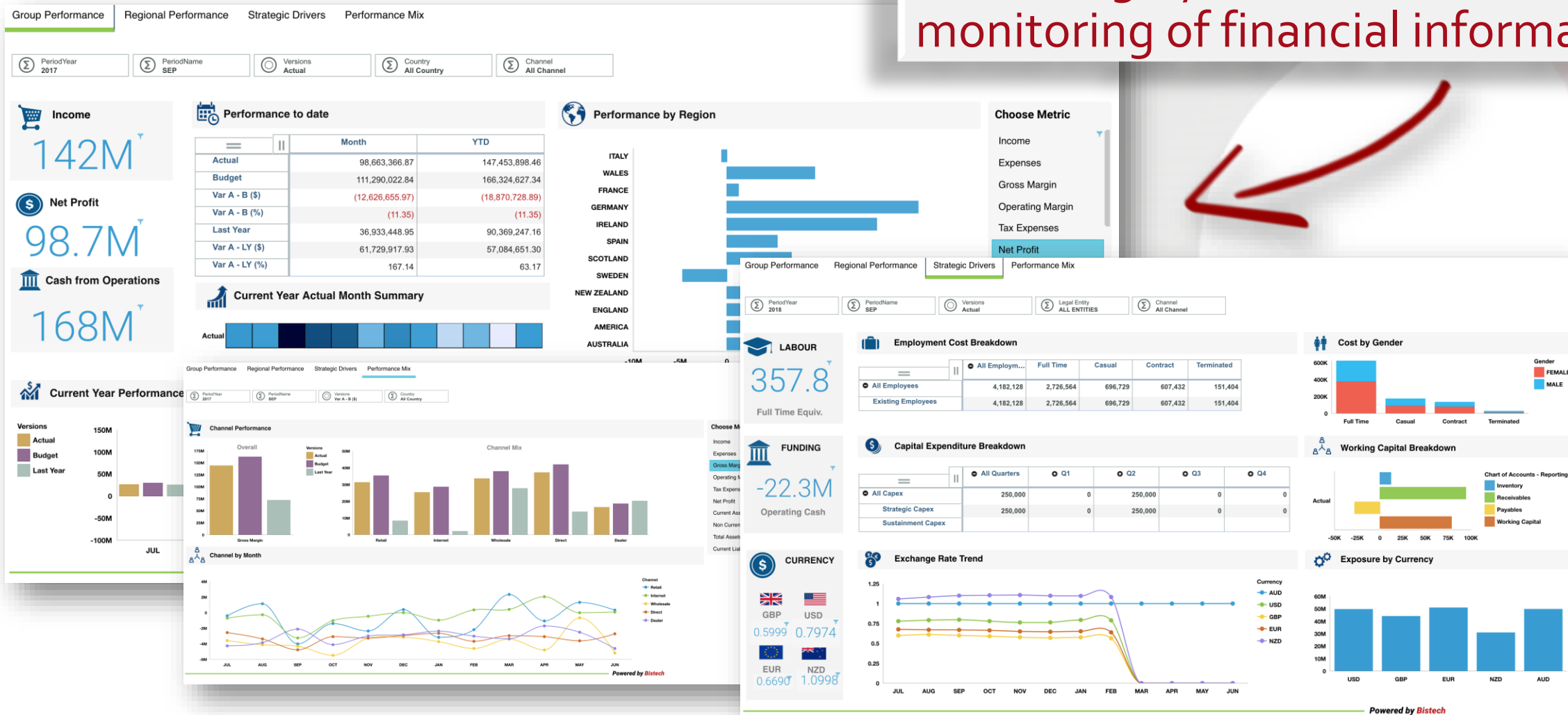
# SOLUTION SCREENSHOTS





# BISTECH FPM HEADSTART SOLUTION

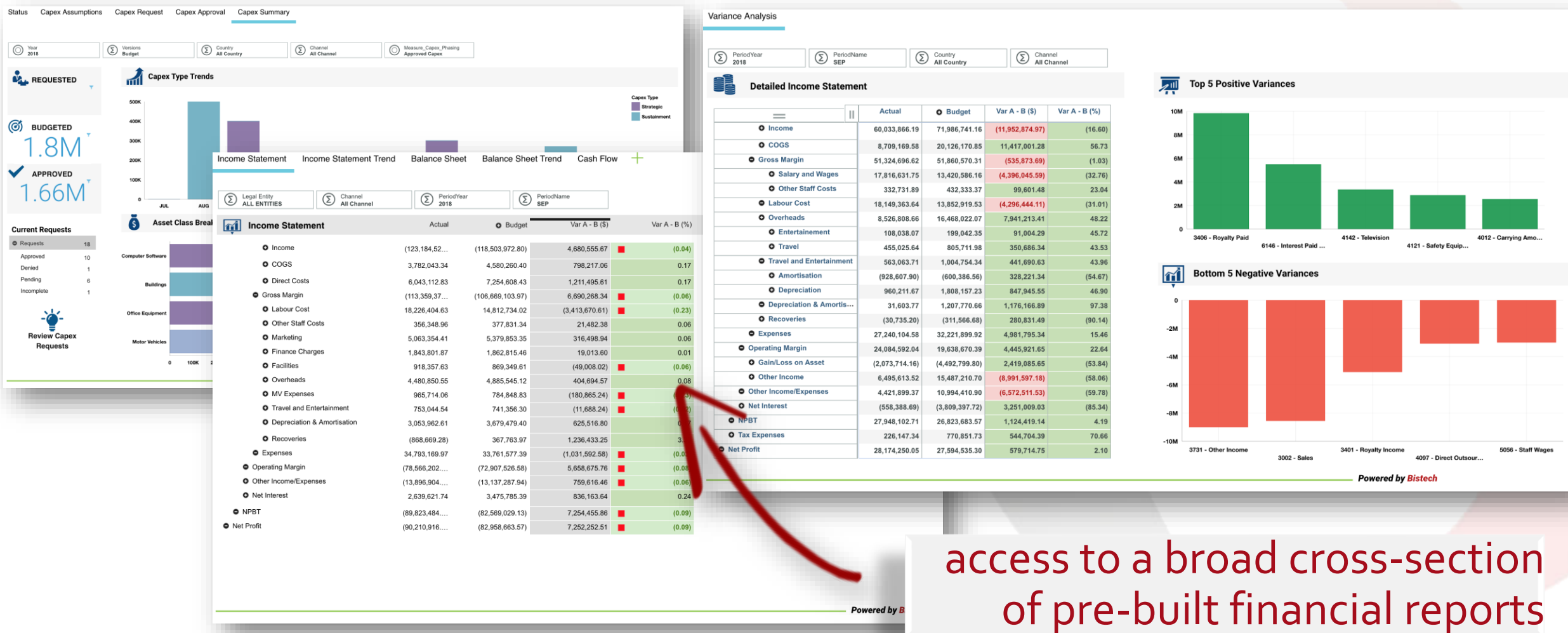
highly visual dashboards for monitoring of financial information







# BISTECH FPM HEADSTART SOLUTION





# BISTECH FPM HEADSTART SOLUTION

## PLANNING

integrated planning platform for  
budgeting & forecasting



Home

SELECT A MODULE

Set Budget Year:

2019

Budget V1

Entity:

Legal Entity  
AUSTRALIA

COURSE & TRADE  
REVENUE



WORKFORCE  
PLANNING



CAPITAL  
EXPENDITURE



OPERATING  
EXPENSES



PRODUCTION  
PLANNING



SUPPLY CHAIN  
PLANNING



ALLOCATIONS



FINANCIALS  
MODELLING





# BISTECH FPM HEADSTART SOLUTION

## TIMETABLE



REVENUE

WORKFORCE

CAPITAL

OPERATING EXP

PRODUCTION

LOGISTICS

ALLOCATIONS

FINANCIALS

### BUDGET PLAN TIMETABLE

This module is used to centrally control the key tasks and dates for the current budget / plan cycle for the group.

### KEY INDICATORS

	Budget...	Revenue	Headco...	Capital	OPEX	Income...
Status	In Progress	In Progress	In Progress	In Progress	Not Started	Not Started
Days Left	56.00	-10.00	12.00	2.00	25.00	42.00

### KEY PLANNING TASKS

 Workflow\_tasks  
Budget 2019

#### Workforce Plan

	Due Date	Owner	Action	Commentary	Days until deadline
Budget 2019	2018-05-15				56.00
Revenue	2018-03-10	COO	Regional Managers to finalise plans		-10.00
Headcount	2018-04-01	CFO	CFO to distribute assumptions and headcount strategy		12.00
Capital	2018-03-22	COO	CFO to undertake strategic capex		2.00
OPEX	2018-04-14	COO	BAU expenses (max increase of 2.4% for region)		25.00
Income Statement	2018-05-01	CFO	CFO to finalise NPAT and shareholder distribution		42.00

centrally control key tasks and timelines  
throughout the budget process





# BISTECH FPM HEADSTART SOLUTION

## PLANNING

REVENUEWORKFORCECAPITALOPERATING EXPRODUCTIONLOGISTICSALLOCATIONSFINANCIALS

### MODEL OVERVIEW

The Workforce Planning module captures data for all labour costs for the group, including external labour hire. Beyond P&L impacts, the data entered also enables analysis of total labour employed by the group, including Headcount vs. FTE.

### WORKFLOW STATUS

Legal Entity  
ALL ENTITIES

Update Status

ALL ENTITI...	ASIAPAC	AMERICAS	UNITED KIN...	EUROPE
In Progress	In Progress	In Progress	Not Started	Not Started

### WORKFORCE PLANNING PROCESS

```
graph LR; Assumptions --> ExistingEmployees[Existing Employees]; Assumptions --> NewEmployees[New Employees]; PositionRates[Position Rates] --> NewEmployees; ExistingEmployees --> HRSummary[HR Summary]; NewEmployees --> HRSummary;
```

The flowchart illustrates the Workforce Planning Process. It starts with 'Assumptions' and 'Position Rates' leading into 'Existing Employees' and 'New Employees' respectively. Both 'Existing Employees' and 'New Employees' then lead into the 'HR Summary' box. A large red arrow points from the 'HR Summary' box towards the 'logical process flow for each part of the planning process' text.

### DETAILS

**UPDATE:**

ALL WORKFORCE PLANS NEED TO BE COMPLETED BY 13/03/2018.

PLEASE TALK TO STEVE OR MARY ABOUT THIS.

Contact Us: [support@bistechfpm.com.au](mailto:support@bistechfpm.com.au)

**BISTECH**  
business.intelligence.solutions.

logical process flow for each part  
of the planning process





# BISTECH FPM HEADSTART SOLUTION

Status Assumptions Rates Existing Employees New Employees New Employee Detail HR Summary

Versions Budget v1 Period/Year 2019 Position Administrative Assistant

## Rates by position

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Closing	50,000	50,000	50,000	65,000	65,000	65,000	65,000	65,000	65,000
Opening	71,500	50,000	50,000	50,000	65,000	65,000	65,000	65,000	65,000
Pct Chg				30.0%					
Dollar Chg	(21,500)			15,000					

200K  
150K  
100K  
50K

	JUL	AUG
All Employment T...		35
Full Time		35
Casual		
Part-time		
Contract		
Terminated		

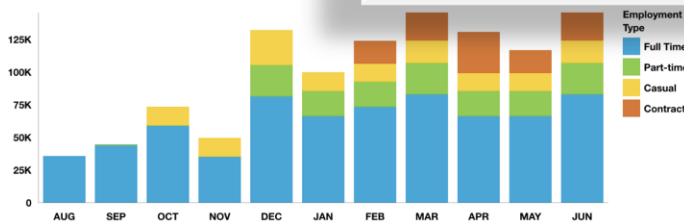
Status Assumptions Rates Existing Employees New Employees New Employee Detail HR Summary

Legal Entity 401 - Company Name #001 Cost Centres 4213 Versions Budget v1

## New Employees

	Position	Employee N...	Employee T...	Tenure	Commence...	Cessation ...
All New Employees						
Employee 1	Director	Max Paine	Full Time	Ongoing Resource	2018-08	
Employee 2	Director	Emma Jones	Full Time	Ongoing Resource	2018-08	
Employee 3	Manager	Jim Baxter	Part-time	Limited Tenure	2018-12	
Employee 4	Administr...		Full Time	Ongoing Resource	2018-12	
Employee 5	Rostering C...		Casual			
Employee 6	Clinical Lead		Contract			
Employee 7	Administr...		Part-time			

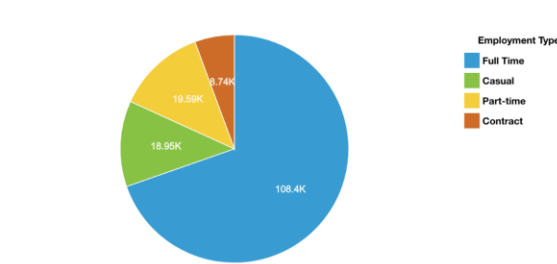
## Labour Cost \$



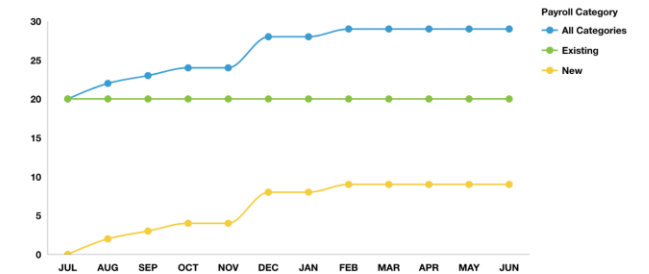
Status Assumptions Rates Existing Employees New Employees New Employee Detail HR Summary

Versions Budget v1 Period/Year 2019 Legal Entity ALL ENTITIES Cost Centres ALL COST CENTRES

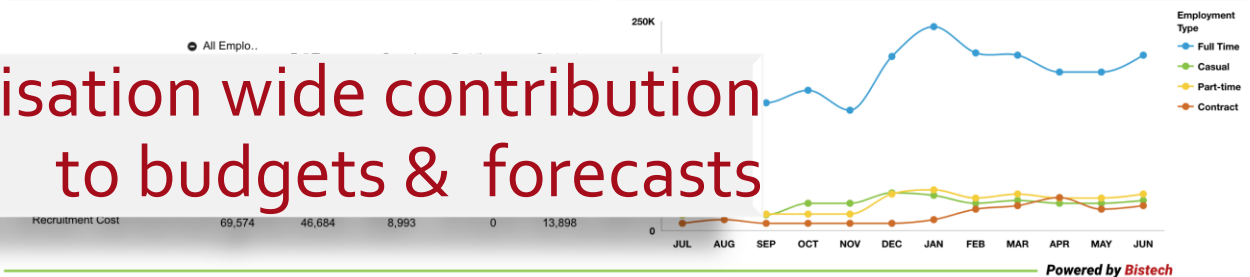
## Labour cost by employment type



## Headcount by month



## Labour cost breakdown



allow organisation wide contribution to budgets & forecasts



# BISTECH FPM HEADSTART SOLUTION

**WANT TO GET A  
HEADSTART ON  
YOUR FINANCIAL  
PERFORMANCE  
MANAGEMENT?**



## CONTACT US

**Bistech – *The Experts in  
Business Analytics***

Address: Level 19, 110 Mary St  
Brisbane QLD 4000

Email: [info@bistech.com.au](mailto:info@bistech.com.au)

Phone: **07 3230 0377**

Website: [www.bistechfpm.com.au](http://www.bistechfpm.com.au)

ACN: 104 723 793

ABN: 74 104 723 793

GITC No: Q-2054



# Narrative Performance Reporting with Certent CDM

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Simon Dowle

# About Certent

## PURPOSE

To make complex financial compliance and narrative performance reporting processes easier

## SOLUTIONS

- Disclosure Management
- Equity Compensation Management
- Professional and Administration Services

## GROWTH AND MOMENTUM

**Deloitte.**  
Technology Fast500

- Founded in 2002, headquarter Bay Area, California
- 2,400 customers in EMEA, North America and APAC
- 280 Employees, 4 Global Offices

## DISCLOSURE MANAGEMENT SOLUTION

- Ranked #1 in quality amongst software vendors
- Endorsed for completeness of solution
- Full range of service offerings

## Representative Clients

### Large



### Mid



### Small



### Private





# Building The Future Finance Function (EY CFO Survey)

*“Technology is changing so rapidly and arriving so fast, there is a certain motivation to be cautious and take a wait-and-see approach. You might think, ‘I’m going to be smart and sit back a little bit and see what happens before I make a decision.’*

*The problem is that the change is so significant and the new capabilities so advantageous, that if you take a wait-and-see approach, you run the risk of being put at a severe competitive disadvantage.”*

**Tony Klimas**  
EY Global Finance  
Performance Improvement  
Advisory Leader

## Building the future finance function: technology plus people

### Technology

#### Automating the future

**65%**

of respondents say that standardizing and automating processes and building agility and quality into processes will be a significant priority for tomorrow's finance function.

#### State-of-the-art tech

**58%**

of respondents say combining state-of-the-art technology with process improvement will be a major focus for the future finance function.

### People

#### Focus on partnering

**67%**

of respondents believe that improving business partnering between finance and the business is a major priority.

#### New skills

**57%**

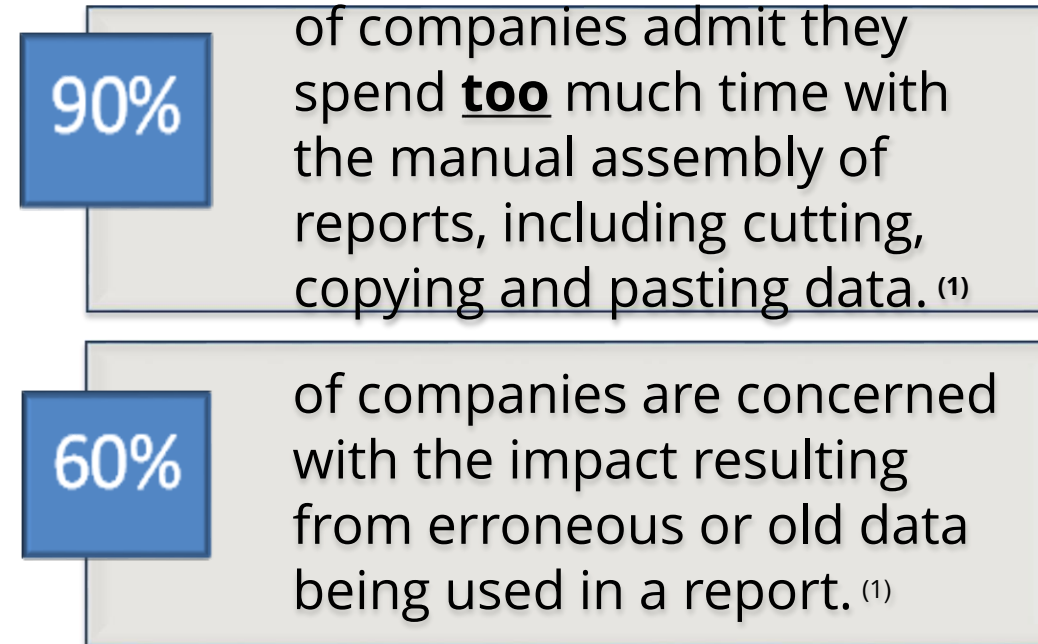
of respondents say that building skills in predictive and prescriptive analytics is critical for the future.

*“Success as a CFO will depend on combining the intelligence of smart technologies with the brains, emotional intelligence and interpersonal skills of talented people.”*

**Executive Summary**  
The DNA of the CFO  
([www.ey.com/dnaofthecfo](http://www.ey.com/dnaofthecfo))



# Narrative report production today relies on outdated tools & processes



Bottom-line: Manual report production is costly, comprised mainly of non-value added time and creates significant risk of errors with no audit trail.

# Corporate Performance Management & Disclosure Management - Defined

5,000



# Corporate Performance Management & Disclosure Management - Defined

Europe  
February  
2018

*USD in 1,000s*

Actual

Cash 5,000





# Corporate Performance Management & Disclosure Management - Defined

<i>Balance Sheet</i>				
<b>Europe February 2018</b> <i>USD in 1,000's</i>	<i>Management Briefing Deck</i> <i>Adjusted and Consolidated</i> <i>March 4, 2018</i>			
	Actual	Plan	Variance	Var %
	Cash	5,000	15,000	(10,000) (67%)



# Corporate Performance Management & Disclosure Management - Defined



Cash position eroded substantially from prior quarter against plan to **\$5.0 million**, a period over period **decreases** in cash flow due to a period of increasing Days-Sales-Outstanding (DSO) increase and anticipated departure of several associates in net-new orders.

Global Initiative #45 starting to implement #45 in April with the hiring of 15 new AR collections associates. Based on our planned ramp-up schedule we anticipate getting to plan by **Q3 2018**, for both Cash balance and Days-Sales-Outstanding.



# What Narrative Performance Reporting looks like at the enterprise level

Consolidated GAAP Financial  
Statements and Footnotes

Executive Compensation

Asset Management

Operational & Risk Measures

Business Unit 1 Sales &  
Revenue

Business Unit 2 Sales &  
Revenue

Plan and Forecast Data



**CEO/CFO Packages**

**Board Books**

**Monthly Management Reports**

**Regulatory & Statutory Reports**

**Plan & Forecast Packages**

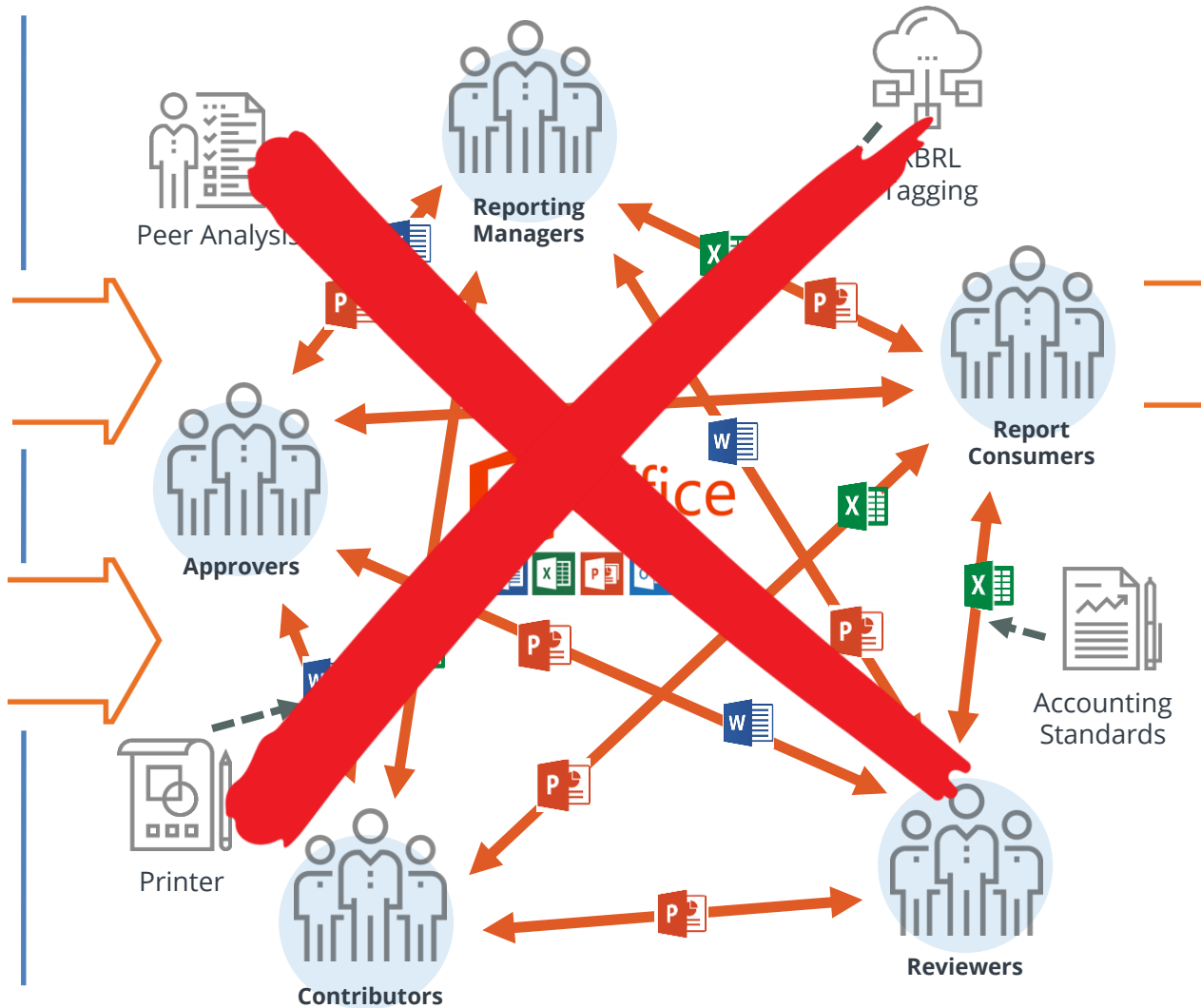
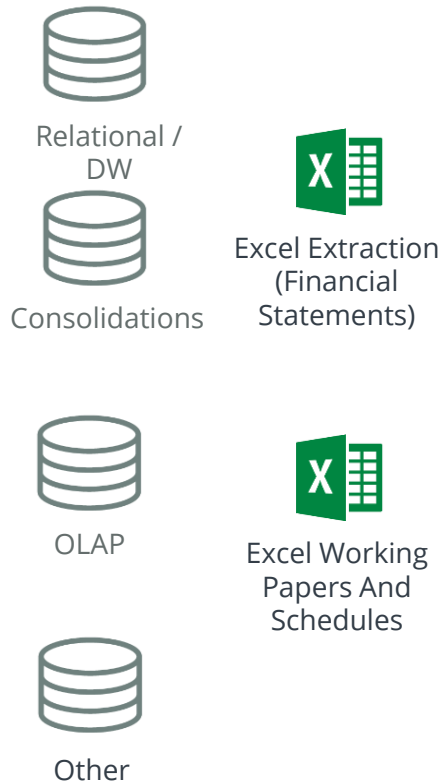
# Ever been on this call...?



**CxO:** This is **not** the data that we have... why is your data different? And where is the analysis?

# The Report Production Challenge

## Data Inputs



## Disclosure Reports

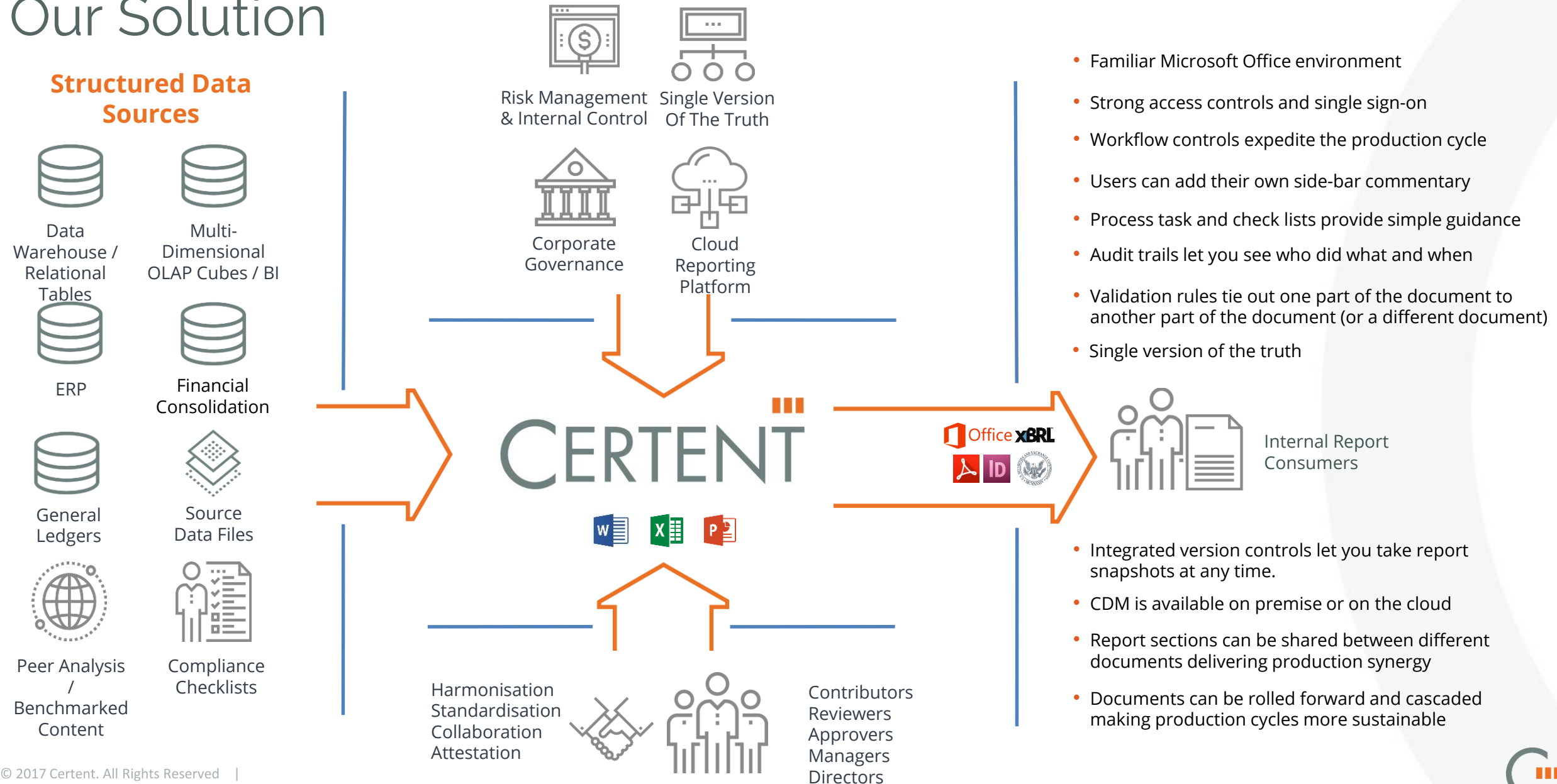


## Process is typically:

- Manual (using MS Office)
- Time-consuming
- Error-prone



# Our Solution



# Support Multiple Reporting Requirements

## Narrative Performance Reports

- **Finance and Accounting Operations**

- Sustainability / CSR
- Management accounts
- Corporate business plans
- Budget books / decks
- Board books / decks
- Business Unit Performance
- Project Management
- Treasury Reporting
- Line of business / central service function reports
  - *Departmental*
  - *Inter-departmental*
- Project Management
- Industry Specific Operational Reporting
- Profitability Analytics – Customer, Geography, Channel



Internal Report  
Consumers



# Live Solution Demonstration

