



Full visibility that drives business success

There are a growing number of customer data sources in your business—across departments, products and channels. It's a constant challenge to make sense of them all. You can't effectively manage what you can't measure, and you can't effectively measure when you don't have full visibility. Onyx Performance Management gives you a clear picture of how well your customer-facing operations are functioning, so you can make the adjustments necessary to maintain a competitive advantage.

ONYX™

Get the right answers to your performance questions

With so much customer data available in your business, you need tools to quickly navigate multiple data sources for fast answers to tactical and strategic questions that can help you achieve visibility and drive accountability. Onyx Performance Management enables you to analyze key indicators at all levels of your organization in order to optimize performance and customer satisfaction.

Analyze key performance indicators across the board

When it comes to your customer-facing processes, optimization is in the details. You need to be able to measure performance at each step and make adjustments mid-stream, before small issues turn into big obstacles.

Onyx Performance Management delivers a complete line of sight into your operations with detailed reports and analysis. You'll see the "big picture", with numbers you can trust. From there, you can view results across departments and drill down to any level of granularity to discover what's really behind the indicators.

Onyx Performance Management helps you understand not just the "What" of business performance, but the "Why" behind it. And when you use the solution with Onyx Process Management, you can analyze processes as they happen and correct inefficiencies on the spot. For example, time-to-resolution for support incidents may be a key metric for your organization. Onyx solutions enable you to analyze all the processes that contribute to performance against the metric, such as trouble ticket initiation, dispatch call routing and more. With detailed knowledge of the actions behind their performance, you can guide your teams to higher productivity.

Onyx Software at-a-glance

- *Leading provider of customer process solutions with comprehensive, integrated customer, process and performance management solution portfolios*
- *More than 1,300 customers with successful deployments; top rated in customer satisfaction*
- *Flexible, web services architecture with industry-leading benchmarks for scalability*
- *Localized in multiple languages to support global operations*
- *Headquartered in Bellevue, WA, USA, with offices worldwide*

Onyx performance management capabilities

- *Pre-built reports, cubes and templates*
- *Straightforward, easy-to-use tools to customize report creation and consumption*
- *Flexible report availability—scheduled or on-demand*
- *Ability to create audience-specific dashboards*
- *Ease of integration through a data model that incorporates data from other systems*

Align everyone with one, reliable version of the truth

You're working toward building a solid, cohesive foundation for measuring performance. To do that, you need a robust customer management framework with a solid business intelligence foundation that delivers data everyone can trust and act on with confidence. Instead of spending time debating the validity of your data, you'll spend time deciding what to do with it. With Onyx Performance Management, global enterprises can align their various divisions, departments and regions around a single, common view of customer information. And with multilingual capabilities, it's easy to deliver reports in many languages.

Turn customer data into meaningful reports and analysis

Onyx Performance Management is tightly integrated with Onyx Customer Management, so you can leverage our pre-built customer reports, cubes and templates to quickly get a picture of key customer information. Or take advantage of the straightforward, easy-to-use business intelligence tools to customize report creation and delivery, from managed reports, dashboards and online analysis, to self-service reporting and queries. With flexible, user-friendly reporting capabilities, everyone can have the right customer information from Onyx and other data sources delivered in the right way.

Accelerate decision-making

The relentless pace of customer demands makes real-time analysis and insight essential. Onyx Performance Management ensures that the information you need is always at your fingertips. You can quickly and easily combine, group and slice the data as needed to clearly communicate key indicators. Then your teams will be able to make the right decisions at the right time—and generate the right results.

Explore essential information from any angle

With Onyx Performance Management, you can look at data from different perspectives, such as by region or job function, and choose from alternate drill-down paths to get details about any area. You can explore the root causes of operational variances in real-time or you can analyze trends over time: year/quarter/month reporting or relative time data such as month-to-month, year-over-year, QTD, YTD, or custom time periods relevant to how you operate.



Why Architecture Matters

If your business goals include efficiency, adaptability, and growth, you need a technology foundation that can deliver. With the open, web services Onyx architecture, rapid implementation and easy integration are the norm; the extensibility of the platform makes it easy to add or customize functionality to support unique aspects of your business. Cross-platform interoperability and multi-platform support leverage your existing technology investment. Multi-tenancy capabilities allows for multiple business units to be centralized on a single server, lowering investments in hardware and network infrastructure. Unicode compliance and localization in nearly a dozen languages integrate your multi-national operations. And when your business grows, this mature, proven platform can scale with it.

Leverage your customer data for strategic advantage

Use Onyx Performance Management to get insight about your customers faster from the data your business generates every day. Analyze results to any degree of granularity and adjust processes quickly. Align everyone around a common customer view to keep everyone on the same page. Then you'll understand where you are and where you need to go—so you can deliver levels of customer satisfaction that truly differentiate your business.

Onyx performance management capabilities

Business reporting	Create, modify, and distribute any report your company requires such as weekly sales and inventory reports, and distribute them over the Web. Leverage the pre-built reports across sales, marketing and service.
OLAP/Analysis	Analyze huge volumes of data with sub-second response so you can better understand what drives the business.
Dashboarding	Communicate complex business data quickly and intuitively. Display multiple measures simultaneously and create dashboards.
Business activity monitoring (BAM)	Automatically deliver time-critical information to decision-makers.

Call Onyx today

Onyx Performance Management is part of a group of flexible software solutions that enable enterprises with complex customer processes to automate, manage, and evolve their operations quickly and cost-effectively for strategic advantage. For more information call us toll-free in the United States or Canada at 1-888-ASK-ONYX or 425-451-8060. Outside the U.S., contact an Onyx regional sales office: Asia +65-6332-6880, Australia +61 (2) 9409-4300, Europe +44 (0) 1344-322-000, Japan +81 (3) 5157-0700. For information online, visit www.onyx.com

©2005 Onyx Software Corporation. All rights reserved. Onyx Software is a registered trademark of Onyx Software Corporation. All product and company names should be considered trademarks of their respective companies. This data sheet is for informational purposes only. Onyx Software makes no warranties, express or implied, in this summary. 04/05