



Perform!Benchmark™

A cost effective web based benchmarking tool providing the “measures that matter” for back office functions

(Finance, HR & Procurement)

The Challenges

How does an organisation measure if they are successful and improve on the areas where they are not?

We would suggest by comparing performance with external or peer group organisations.

Leaders in back office functions or shared service centres, like Finance and HR, are often incredibly busy focusing on internal day to day operational matters and miss the opportunity to take time out to benchmark and learn about external best practice.

Functional leaders need robust information about current state performance together with relevant comparative measures and best practice information to help formulate a clear pathway towards world class.

What difference would it make if leaders were provided with a complete picture of their performance along with viable and practical improvement solutions? This would provide a powerful driver for change in the back office.

This imperative has led to the development of Perform!Benchmark™

Our approach

Perform!Benchmark™ is a web based benchmarking solution developed specifically for key back office operations. The benchmark studies generate measures that really matter for assessing the overall health of operations.

Each benchmark study provides, for example:

- *High level metrics:* comparing performance against organisational models like shared services or decentralised operations
- *Operational process metrics:* productivity, unit cost, defect levels, SLA performance and automation levels
- *Business linked metrics:* bad debts as % sales, DSO, aged debt for the AR process
- *Cost & activity metrics:* cost as % revenue or total cost and FTE levels by process
- *Gap between best practice:* by level of maturity and by process
- *Back office technology assessment:* Extent of core and enabling technologies deployed and system integration levels

The online tool is inexpensive, quick to complete and results can be available in a matter of days.

The following benchmark models are available now:-

- Finance
- Human Resources
- Procurement

Other benchmarking studies are being considered for development.

Our Proposition

Perform!Benchmark™ has been developed to measure and compare performance for a range of back office processes and facilitates the delivery of the following benefits:-

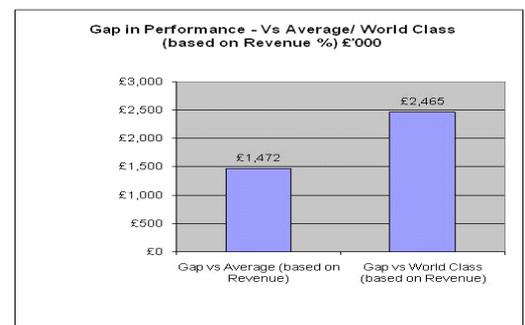
- Understanding of your organisation's positioning versus lower quartile, median and world class performance
- Analysis of the potential cost savings from moving to median / world class
- Assessment of core system integration levels – manual, interfaced or integrated
- Assessment of enabling technologies used
- Determination of levels of best practices deployed – e.g. fully or partially implemented, option being considered etc

Benchmark studies can be conducted for:

- an individual organisation versus all other organisations or
- an individual organisation versus specific peer group organisations

Outputs from Perform!Benchmark™ include a comprehensive range of graphs from summary to detailed level depending on whether the presentation will be to process leads or corporate management.

All results can be viewed on-line and an example of an organisation's overall gap in performance versus median and world class (based on finance cost as % revenue) is quantified as follows:



Working with PerformWorld

PerformWorld's service offerings include benchmarking, process diagnostics, change readiness surveys & operational performance measurement systems.

Our web based solutions are tailored to meet the specific requirements of our customers and we pride ourselves by helping to deliver significant savings and quality improvements.

Next Steps

If you are interested in finding out more about Perform!Benchmark™ and the potential benefits for your business, please contact: Jonathan Russell Tel: +44 (0) 141 443 2687 or Mobile +44 (0) 7903 134709 Email: jonathan@performworld.com