



\$1 billion publicly-held global service provider with offices in more than 60 countries, nearly 5,000 employees and 3,000 customers

DEPLOYMENT SUMMARY

TIBCO Spotfire® visual analytics solution provides rapid visibility into corporate finance, operational reporting, internal controls, and procurement. Spotfire provides timely information and actionable insight that enables the company to grow revenues and increase profitability.

“Spotfire has better visualizations than any other reporting tool I’ve used. No IT background is necessary. I was able to use the product without any formal training.”

- Financial Planning and Analysis Senior Director

TIBCO Spotfire Used for Financial Planning, Procurement and Analysis Throughout Global Service Organization

The Finance organization in a \$1 billion publicly-held global service provider needed to better understand financial performance across the enterprise in order to lower costs, increase revenues and achieve greater profitability.

CHALLENGE

With offices, thousands of employees and customers throughout the world, the company’s financial management, planning, procurement, and analysis requirements are quite complex. Information related to revenue, expenses, forecasting, treasury, risk management, operations, human resources, and procurement is managed and accessed in a host of a disparate systems, including Oracle General Ledger, iProcurement, and PeopleSoft; SAP OutlookSoft, salesforce.com, MarkView, among others. In addition, as a public company it must strictly conform to regulations such as Sarbanes-Oxley (SOX) and other internal and external corporate governance requirements.

Many of these functions require analyzing data from multiple fragmented systems, but to do so took days, if not weeks, to generate and integrate spreadsheet-based reports. This constant struggle to get timely information in the hands of senior management and front line decision makers was a staggering process. And once the analyses were compiled, it was often too late to improve the effectiveness of the organization.



SOLUTION

The company deployed TIBCO Spotfire's interactive data visualization and analysis solution throughout the Finance and Procurement organization, and is today relied on by senior executives and department management to analyze and report on dozens of key metrics.

Data is imported into Spotfire Analytics from disparate information systems into preconfigured web-based dashboards. Visualizations are built on the fly; on a single screen users can slice and dice data in different ways and spot trends and patterns immediately. The Senior Director of Financial Planning and Analysis compared it to

telling a story. "With Excel, I had to manually select data to build charts and graphs and then see if there was a trend," she said. "With Spotfire I have all the data I could want right in the visualization – the story is told instantly."

Many Finance functions require monitoring, reviewing, forecasting, and planning on data of different types from different systems – e.g., headcount in HR systems; expenses in the general ledger; forecasting which resides in a planning tool. Higher level data may get passed from one system to another, but drilling down into details requires going back into that system. Spotfire Analytics alleviates that by mashing the data from each source into one file. "Spotfire has better visualizations than any other reporting tool I've used," says the Financial Planning and Analysis Senior Director. "No IT background is necessary. I was able to use the product without any formal training."

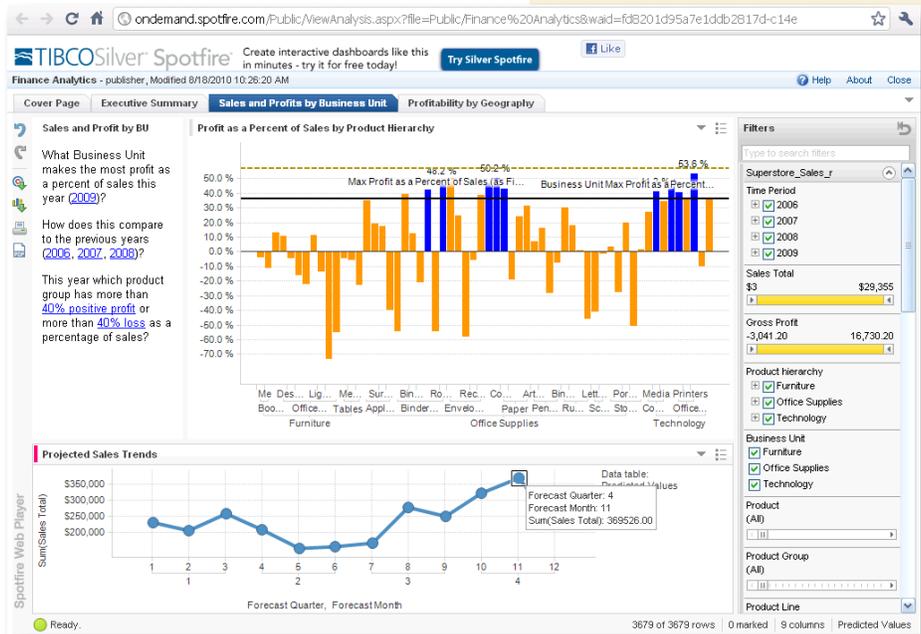
After seeing the results of the initial deployment, the CFO determined that nearly every function involved in Finance would benefit from using Spotfire Analytics for analysis and reporting:

Income Statement Reporting

Using Spotfire Analytics for P&L reporting, the staff is not dependent on the quarterly close to view balance sheet condition; they can drill down into a detailed level of expenses by general ledger account.

Revenue and Expense Analysis

Rather than prepare and flip through individual graphs and spreadsheets for revenue by industry, revenue by region, expense by division, for example, Spotfire Analytics consolidates all the data onto one screen. Multiple visualizations can be drilled into on the fly – to quickly look at revenue and expenses by vertical, type, maintenance, consulting, region, etc.



Accounts Payable Invoice Analysis

The company's volume of transactions was so high, detailed analysis was seldom done. After the data was imported from the MarkView payables system, Spotfire Analytics made it easy to look at a variety of performance metrics: how many invoices were processed each month by whom; what kind of workflow; which country, dollar amount by supplier.

Expense Report Analysis

With 2,000 reports a month, each with 70 lines of data, expense report analysis just wasn't done—there was no bandwidth. With Spotfire Analytics the company is able to analyze the annual volume of transactions and dollar amounts in a single report. Spotfire Analytics makes it easy to spot unusual expenditures and incorrect combinations, such as submitting expenses for mileage and car rental fee.

SOX Compliance

Spotfire Analytics is used by the Compliance Group during internal audits to make sure everything is well documented for sufficient internal control to satisfy auditors. Spotfire Analytics tracks more than 2,000 controls around the company, keeping track of the status, timing and ownership of the testing of each control. The internal control report is reviewed in Spotfire Analytics collaboratively by the company's controller and his team. If there's abnormal activity, it's easy to filter data to explore for further action

Sales Productivity Analysis

Spotfire Analytics provides visibility into deals in the pipeline highlighting outliers that aren't in line with the forecast. This enables sales management to take immediate action to address the issue.

Business Process Outsourcing

The company contracts operations of specific business functions to third-party service providers. The key metric in measuring the effectiveness of this

process is cycle time – increasing volume of transactions in less time, with the same amount of people. Prior to using Spotfire Analytics, the Procurement group relied on an array of spreadsheets to track cycle time against full time equivalents. With Spotfire Analytics it's easy to determine the efficacy of the program and identify savings. "Savings is a measurement of our job performance, yet we have very little time to do it," says the Purchasing Manager. "With Spotfire, we were able to demonstrate a savings of \$1 – 1.5 million. We wouldn't have been able to do that otherwise."

Purchase Order Analysis

Negotiating for services is a complex part of the purchase order process. The company initially used Spotfire Analytics to consolidate and optimize more than 1,200 U.S. cell phone accounts, eliminating much waste and fraudulent phone use in the process. But there were still twenty or thirty disparate phone bills because of the company's global presence. Spotfire Analytics subsequently identified additional cost savings opportunities for all of the company's phone bills. "As we expand geographically and give our employees new tools with which to do their jobs, finding cost savings is increasingly crucial," says the Purchasing Manager. "Deeply managing spend is only possible now that we're using Spotfire."

The finance organization is using Spotfire Analytics for many other applications, including:

- Margin analysis
- Services utilization
- Billable hours utilization
- Monitoring currency exposures
- Accounts receivable
- Operational reporting
- Gap analysis between purchasing and payables
- Currency ledging

RESULTS

Prior to using Spotfire Analytics, Finance and Procurement employees spent vast amounts of time compiling spreadsheets and manipulating data to create visualizations. Incorrect data and new queries created further delay. Spotfire Analytics has equipped the organization with the ability to effectively analyze key data, without the time lag and inaccuracy associated with previous reporting process.

- General ledger reporting – more robust and timely; not dependent on quarterly close to view balance sheet condition
- Services utilization – easy to spot organizations running hot; can proactively avoid employee burnout and reallocate resources
- Treasury functions – monitoring currency exposures no longer takes days to assess
- Internal controls – ensures compliance with SOX and other controls
- Sales forecasting – able to forecast

more accurately, as well as identify prospects that will yield the highest value opportunities and convert most quickly into sales

- Customer profitability – easily determine the amount of sales and support effort needed to achieve revenue
- Accounts Payable analysis -- identifies major suppliers; reports are provided to internal auditors
- Procurement – Saved more than a million dollars on business process outsourcing

Spotfire Analytics has given the Finance organization unprecedented ability to more effectively impact top line growth, reduce costs, enforce compliance and master risk management.



TIBCO Software Inc. (NASDAQ: TIBX) is a leading independent business integration software company and a leading enabler of real-time business, helping companies become more cost-effective, more agile and more efficient. TIBCO has delivered the value of real-time business, what TIBCO calls The Power of Now®, to thousands of customers around the world and in a wide variety of industries.

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