

# ENTERPRISE PERFORMANCE MANAGEMENT SOLUTION

# Project Overview

An intelligent Enterprise Performance Management (EPM) solution that helps to evaluate departments and employees, measure performance, identify areas for improvement, and take corrective steps iteratively. Internal and external stakeholders are kept engaged using a real-time survey and feedback mechanism that provides management teams with vital information on how their organization is performing. The solution provides business intelligence on critical issues relating to projects, initiatives, and functions through continuous collaboration with employees, customers, and partners. Leveraging Artificial Intelligence (AI) and MATLAB, detailed reports are generated with intuitive visualizations to analyze performance.

## Client Profile

Our client is a business intelligence software company based in California. They offer a multi-platform, enterprise-class, Software as a Service (SaaS) solution for medium and large businesses.

## Business Requirement

The client required a feedback analysis and reporting application to evaluate the performance of areas within the organization (Finance, HR, and Projects) using feedback surveys. The results from such surveys would be used to generate action plans.

- SaaS (cloud) and on-premise version of the application
- iPhone, iPad, and Android version of the application to handle a set of roles and features such as feedback submission and implementation, and performance dashboards
- High-resolution graphs in PDF and PPT formats (as viewed in the UI)
- AI and ML driven-graphs using MATLAB for predictive analysis, risk, and optimization index calculations

# QBurst Solution

The application provides cognitive business intelligence on current state of projects, processes, and functions. Risks are identified through anonymous employee feedback and unfiltered business intelligence. The application captures the voice of employees and customers in real-time, delivering better visibility into employee and customer satisfaction.

- Microsoft Azure Cloud Services: Hosts the auto-scalable application and database
- Xamarin: Mobile and tablet version of the application
- Highcharts and Telerik controls: Latest UI elements
- HIQPdf tool: PDF generation
- MATLAB integration: AI support

The application maintains separate Azure App Service instances for the main web application, admin and mobile APIs, making the channels robust and isolated from a fault tolerance perspective. The application data is stored in SQL databases running on Azure elastic database pool instances. It also leverages Azure services such as Redis Cache for data caching and improving overall application performance. Blob Storage with CDN stores/delivers application assets and generated reports. SendGrid mailer service is used for application emails.

We chose Xamarin for the enterprise mobile application. Xamarin supports 100% code sharing and reduced the total development time by 50%. By using Xamarin and Xamarin.Forms, we were able to accelerate creation of the cross-platform app.

## Key Features

- AI to analyze hidden risks using complex AI algorithms
- IBM Watson APIs for text and sentiment analysis
- Voice recognition
- Advanced graphs, charts, and printable documents
- Real-time 360-degree multi-stakeholder feedback
- Custom assessment to fit the unique contexts of projects, initiatives, functions, and processes
- Advanced security features such as IP whitelisting, two-factor authentication, and code virtualization

# Technologies

## Web

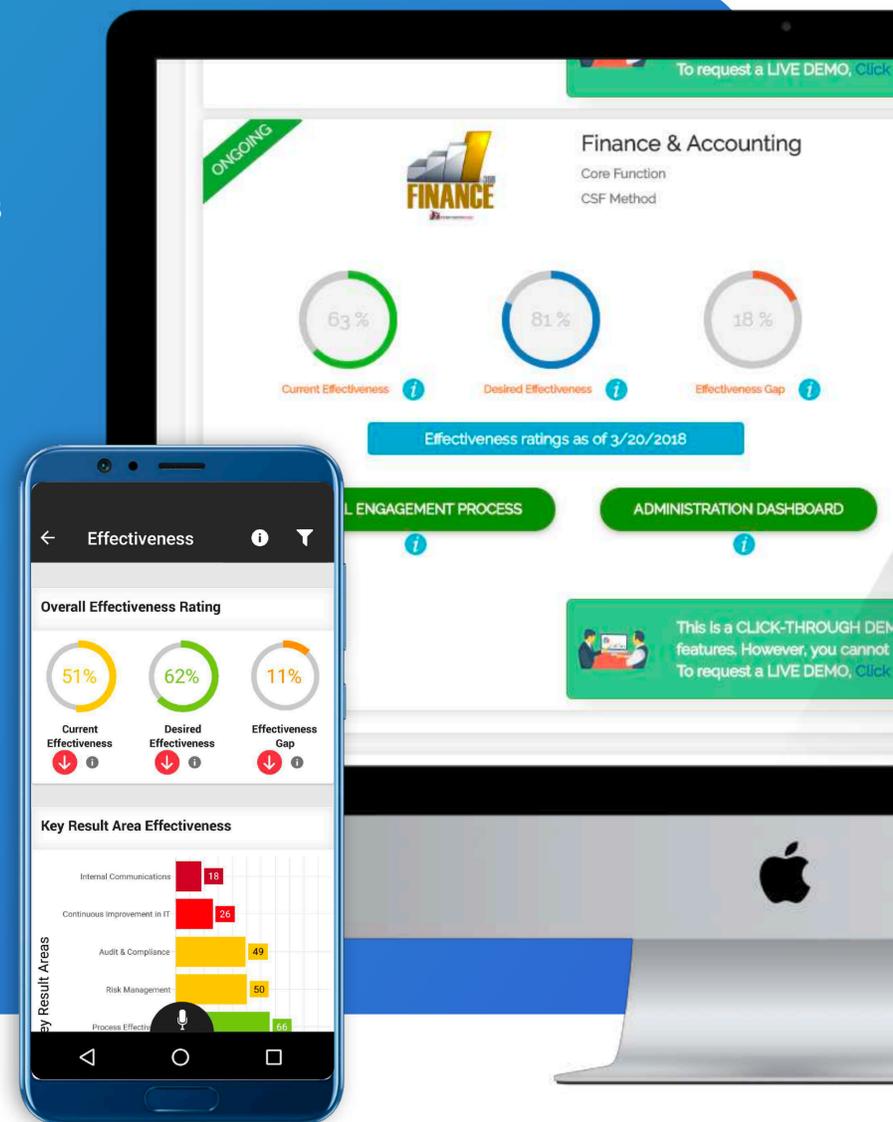


## Mobile



## Business Benefits

- The SaaS and on-premise product for enterprises promotes internal collaboration, cross-functional coordination, and enterprise-wide alignment.
- Within six weeks of deployment, hidden risks were identified and solutions suggested.
- Improved decision-making with intelligent insights into areas relevant to project, initiative, department, function, and business unit.
- Accelerated employee and customer-driven innovations in products and processes.



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