

**IBM Cognos Performance**  
**Better Intelligence. Better Business.**

# New Intelligence for Smarter Business

*Jack Esselink*  
*Cognos Evangelist*



## Smarter Travel

### SPACE HOTEL

## Travel around the world in 80 minutes

Pay \$4.4m and watch sun rise 15 times a day

**Barcelona (Reuters)** A company behind plans to open the first hotel in space says it is on target to accept its first paying guests in 2012 despite critics questioning the investment and time frame for the multi-billion dollar project.

The Barcelona-based architects of The Galactic Suite Space Resort say it will cost 3 million euros (\$4.4 million, about Dh16 million) for a three-night stay at the hotel, with this price including an eight-week training course on a tropical island.

During their stay, guests



would see the sun rise 15 times a day and travel around the world every 80 minutes. They would wear velcro suits so they can crawl around their pod rooms by sticking themselves to the walls like Spiderman.

Galactic Suite Ltd's CEO Xavier Claramunt, a former aerospace engineer, said the project will put his company at the forefront of an infant industry with a huge future ahead of it, and forecast space travel will become common in the future.

"It's very normal to think that your children, possibly within 15 years, could spend a weekend in space," he told Reuters Television.

Galactic Suite Ltd hopes to start its project with a single pod in orbit 450 km above the earth, travelling at 30,000 km per hour, with the capacity to hold four guests and two astronaut-pilots.

*Smarter Energy*



## ***Smarter Business***

- Faster, better outcomes and results
- Today's focus
  - Optimize
  - Innovate
- Make your business smarter, more efficient, more effective

# IBM Cognos Performance

# ROI

MAX

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## Martin's Point HEALTH CARE™

earning your trust

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About Martin's Point Health Care Centers  
US Family Health Plan  
Generations Advantage

### Welcome to Martin's Point Health Care

Martin's Point Health Care offers both health plans and primary care services.

Martin's Point News  
Martin's Point Health Care...  
TRICARE Regional Contractor...  
Local Group to...  
son, MD.

search: enter search terms here **GO!**

## BLUE MOUNTAIN

HOME WINTER GREEN SEASON LODGING THE VILLAGE THINGS TO DO CONFERENCES & GROUPS GALLERIES

rents  
Seminar  
ation for...  
ation for...

Words  
with our care  
st.

## U.S. LUMBER

personalized service.

Personalized Service | Company Info | Contact us

What You Want Where You Want It The Way You Want It

Our Partners

### Trex®

Create Your Space.™

### CEDAR VALLEY

The Best of Masses & Thrays Specialty Products

U.S. LUMBER GROUP is a \$250M distributor of building materials headquartered in Atlanta, GA. We currently sell and ship out of 8 distribution centers. We provide highly personalized service to the pro-contractor lumberyard and millwork houses and shops throughout 14 Southeastern and Mid-Atlantic states.

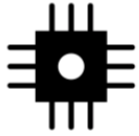
Complete Correct On Time Learn more

Source: Nucleus Research 2008, 2009



# IBM Cognos Performance





Our world is becoming

**INSTRUMENTED**



Our world is becoming

**INTERCONNECTED**



Virtually all things, processes  
and ways of working are becoming

**INTELLIGENT**

# *Transform Your Organization with Information*

Our world is becoming  
**\$40 billion annually**



Our world is becoming

**INTERCONNECTED**  
**59%**



Virtually all things, processes  
and ways of working are becoming

**INTELLIGENT**  
**\$360 billion**



# Transform Your Organization with Information



## Lack of Insight

1 in 3 managers frequently make critical decisions without the information they need



## Inefficient Access

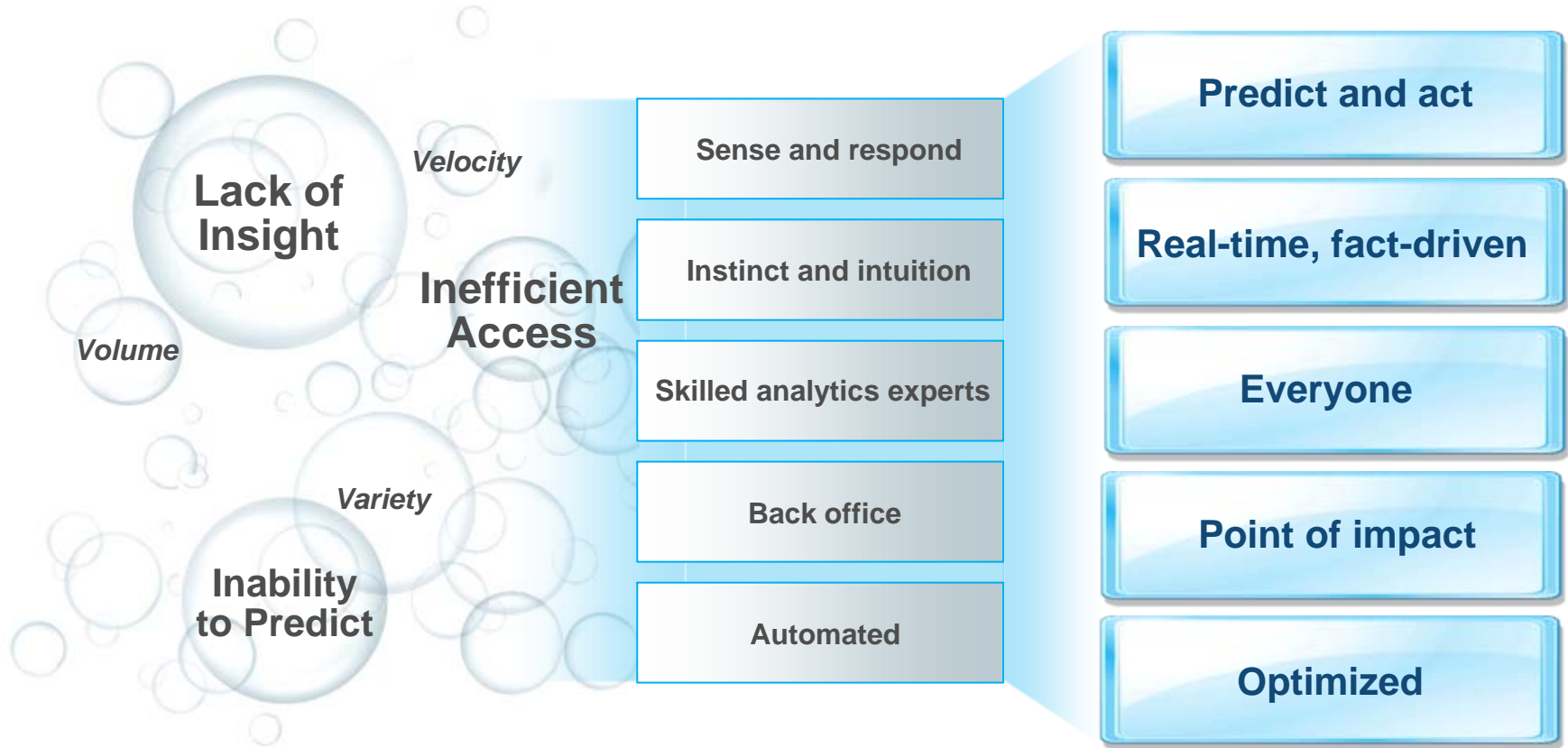
1 in 2 don't have access to the information across their organization needed to do their jobs



## Inability to Predict

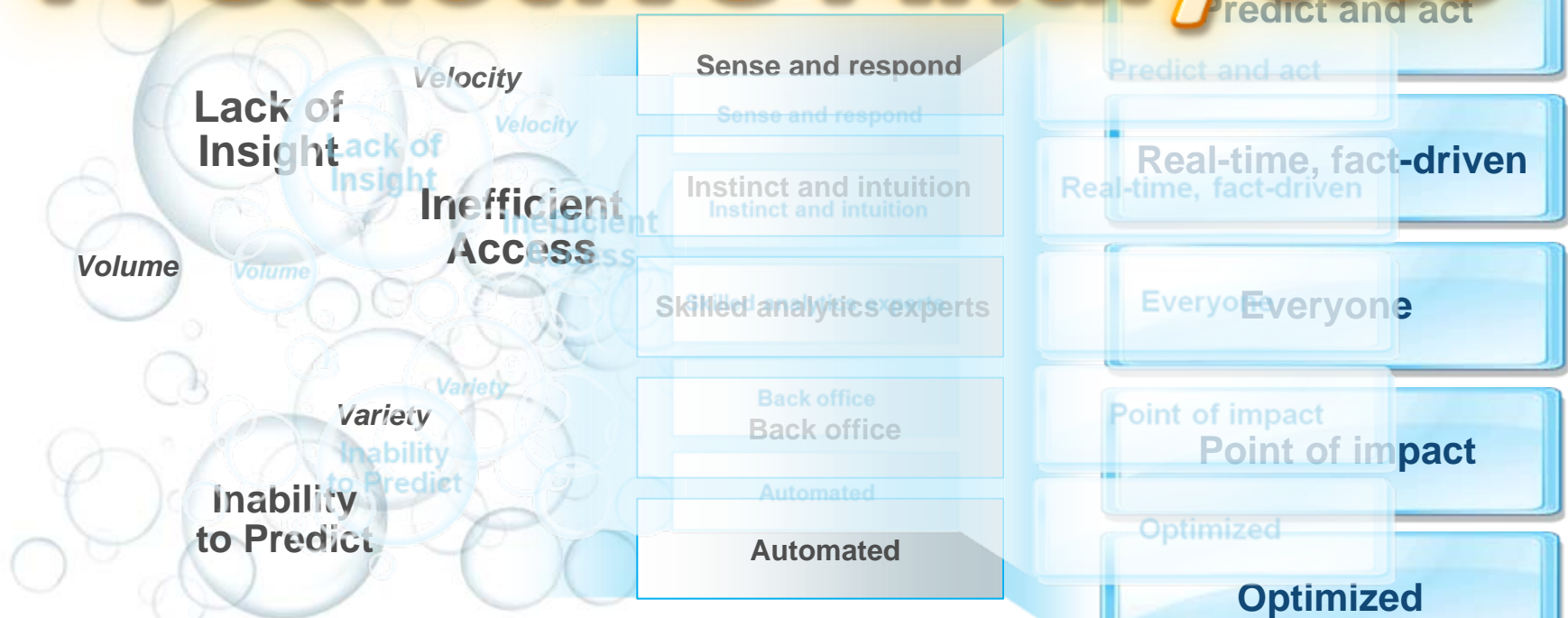
3 in 4 business leaders say more predictive information would drive better decisions

# *New ways of working to optimize decisions and actions*



New ways of working to optimize decisions and actions

# Predictive Analytics



Try Beta Log in / create account

[article](#) [discussion](#) [edit this page](#) [history](#)

## Predictive analytics

From Wikipedia, the free encyclopedia

**Predictive analytics** encompasses a variety of techniques from [statistics](#), [data mining](#) and [game theory](#) that analyze current and historical facts to make predictions about future events. In business, predictive models exploit patterns found in historical and transactional data to identify risks and opportunities. Models capture relationships among many factors to allow assessment of risk or potential associated with a particular set of conditions, guiding decision making for candidate transactions.

WIKIPEDIA  
The Free Encyclopedia

navigation  
Main page

# SPSS: A Leader in Predictive Analytics

- **Unique data collection**
- **Text and data mining**
- **Advanced statistics**
- **Predictive solutions**
- **Rich expertise**

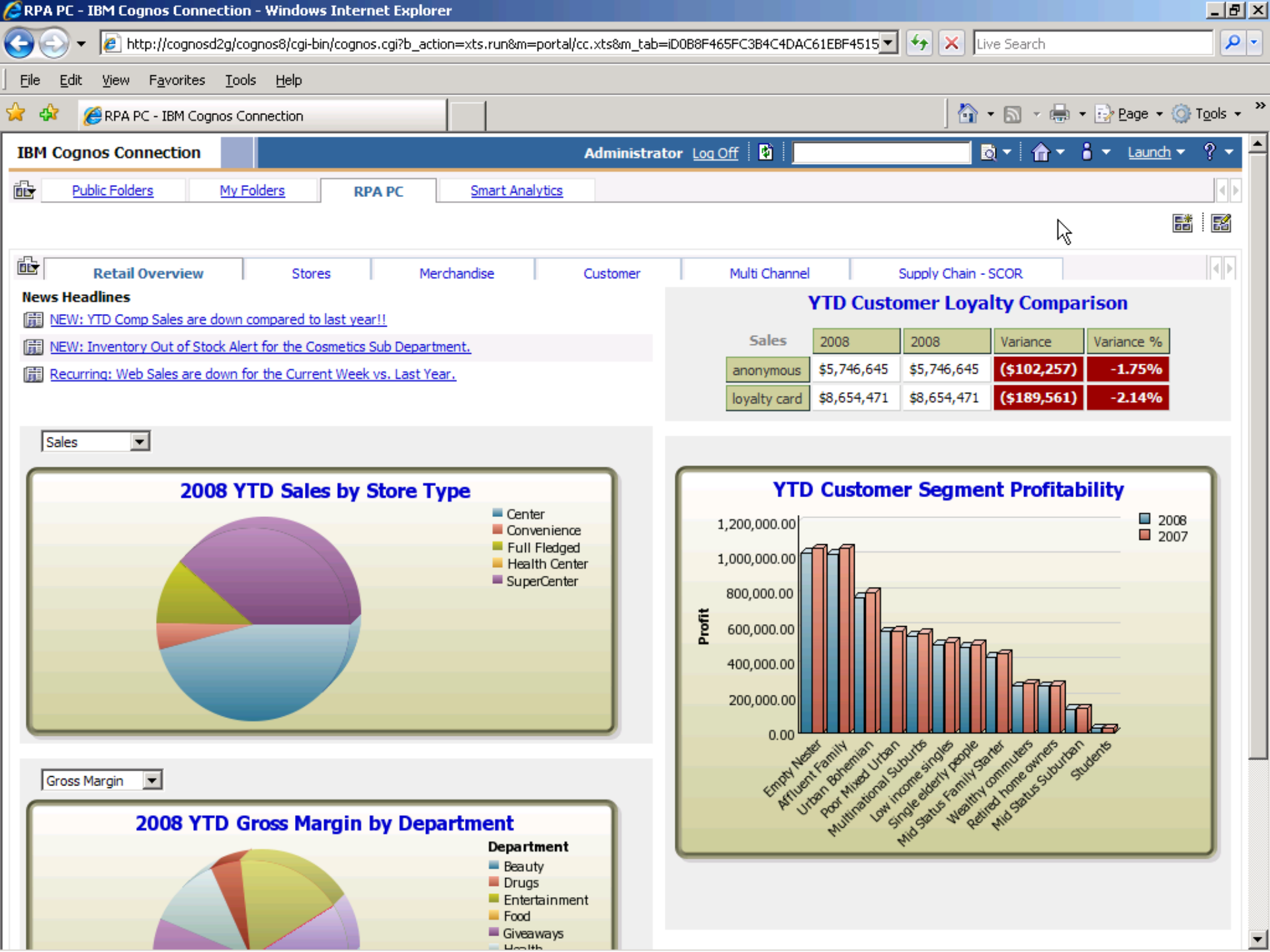


**Moves beyond Sense & Respond  
to Predict & Act...**

**At the time and point of impact!**

# DEMO

*SPSS Demo*



News Headlines

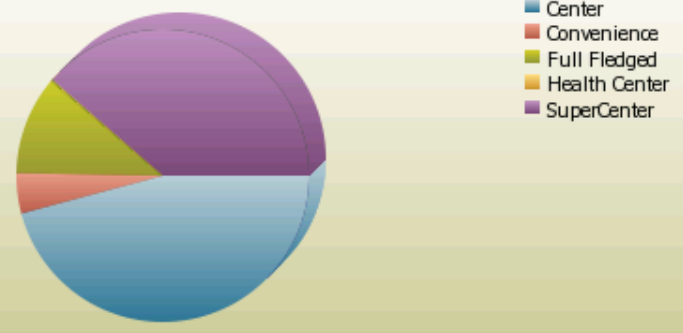
- [NEW: YTD Comp Sales are down compared to last year!!](#)
- [NEW: Inventory Out of Stock Alert for the Cosmetics Sub Department.](#)
- [Recurring: Web Sales are down for the Current Week vs. Last Year.](#)

YTD Customer Loyalty Comparison

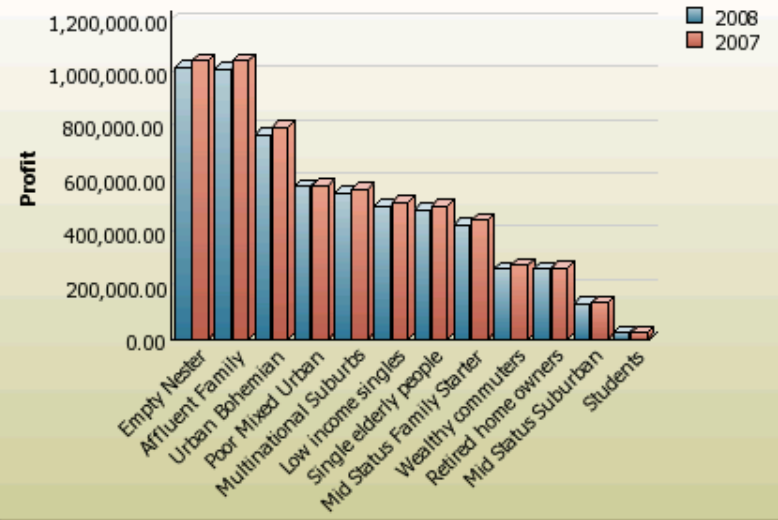
Sales	2008	2008	Variance	Variance %
anonymous	\$5,746,645	\$5,746,645	(\$102,257)	-1.75%
loyalty card	\$8,654,471	\$8,654,471	(\$189,561)	-2.14%

Sales

2008 YTD Sales by Store Type



YTD Customer Segment Profitability



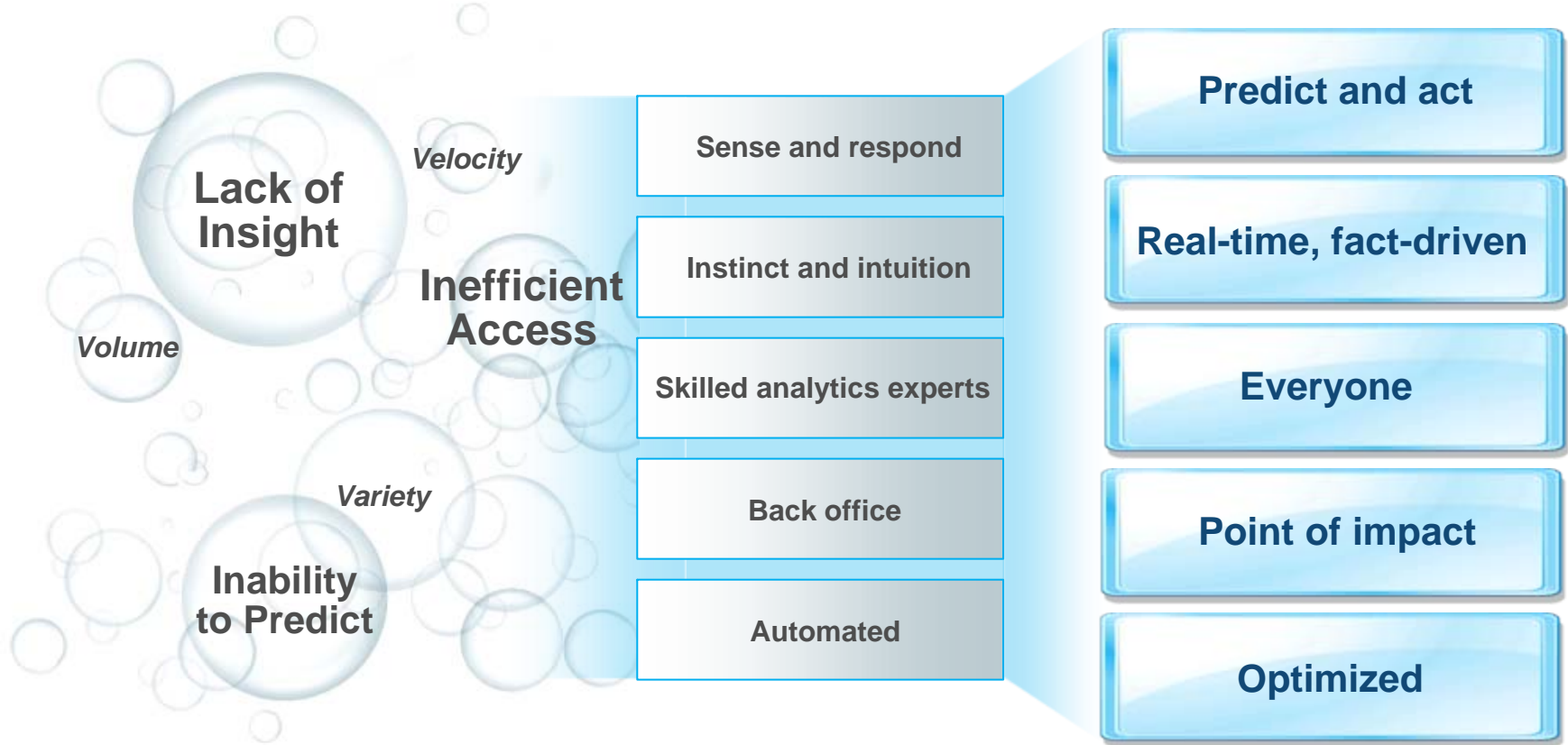
Gross Margin

2008 YTD Gross Margin by Department



***More info about SPSS:  
Visit the SPSS  
Synergy breakout  
sessions in room 5 or  
the SPSS demopod***

# *New ways of working to optimize decisions and actions*





# *New ways of working to optimize decisions and actions*



# IBM Cognos Content Analytics

- New insights from the content and context of unstructured information
  - Automated discovery
  - Continuous refinement to provide context
  - Delivery to users, applications or processes



**Enables market insight, customer intelligence, early warning of fraud and more**

# DEMO

## Content Analytics

 **U.S. Food and Drug Administration**

### MedWatch: The FDA Safety Information and Adverse Event Reporting Program

Search MedWatch

*Your FDA gateway for finding clinically important safety information and reporting serious problems with human medical products.*

[Help for query syntax](#)




 Search within results









**Results 1-10 of 3000**  
 (363562 results matched)

 View by file  
 type: ALL

 Results per  
 Page 10


1 2 3 4 5 6 7 8 9 10



You searched for "\*:\*"

Facet Navigation



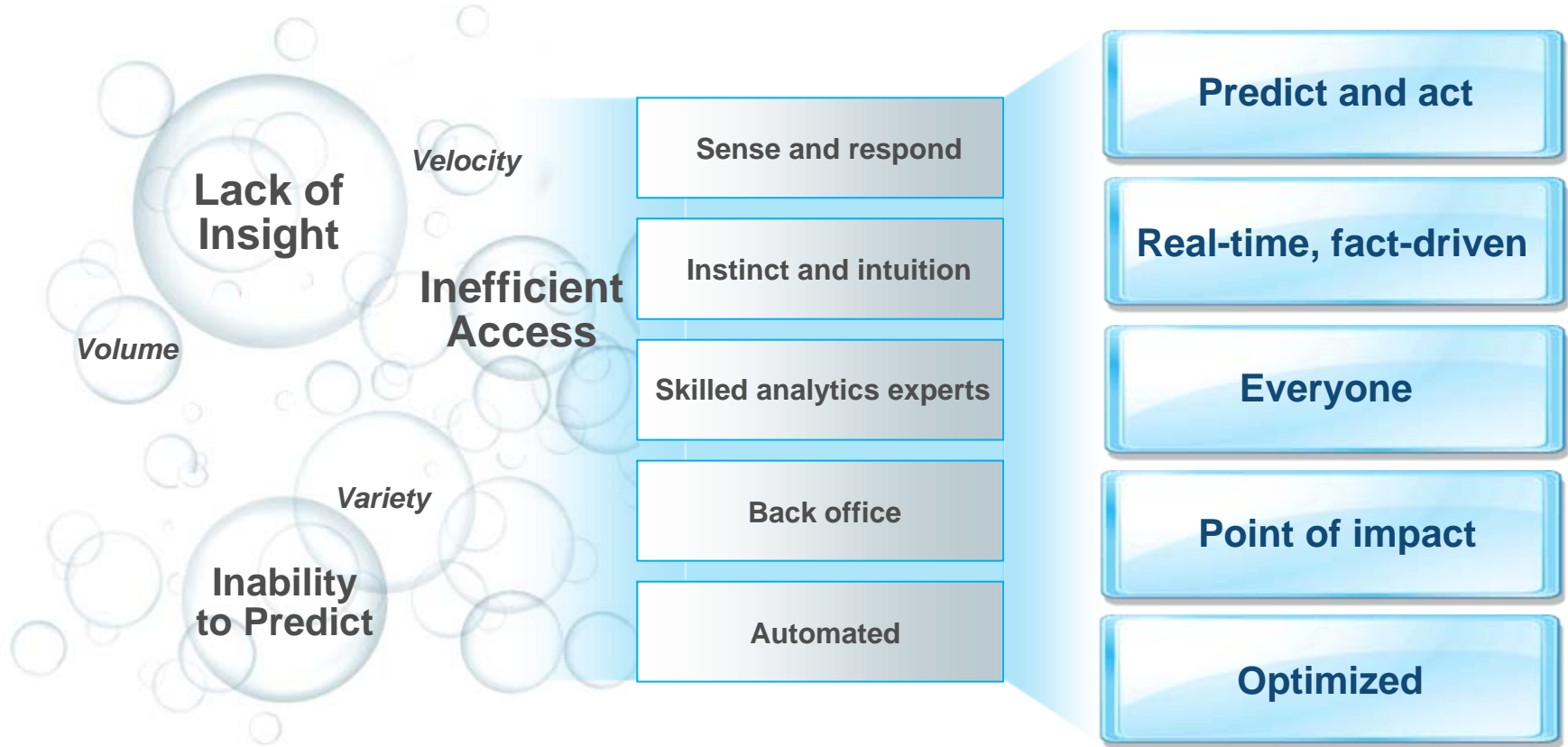




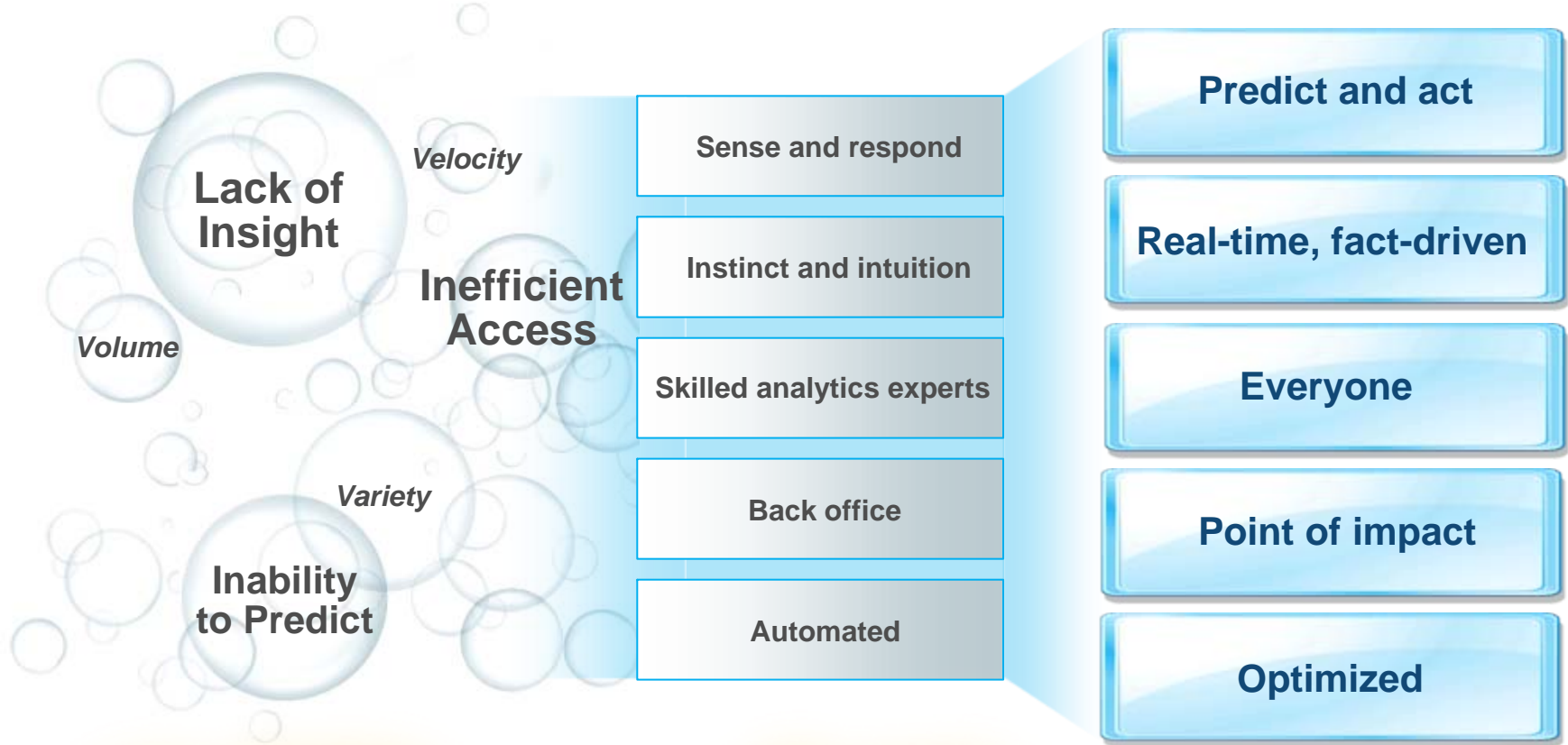


Relevance	Date	Title	Source
100.00%	8/20/09	<a href="#">MAUDE-967394.xml</a>	Windows file system
967394 4258738 D PATIENT INITIATED TO TREATMENT IMMEDIATELY BECAME DIZZY AND THEN UNRESPONSIVE. B/P AT 127-60. REUSED BACK, OXYGEN O2 AT 44MM. PATIENT RESPONSIVE AND B/P 130/64. TREATMENT RESUMED AFTER 20 MI INCIDENT. Abnormal			
100.00%	8/20/09	<a href="#">MAUDE-967397.xml</a>	Windows file system
967397 4272299 D A 10 MINUTES POST INITIATION, PATIENT'S EYES ROLLED UP B/P DROPPED TO 68/39 BECAME UNRES ADDITIONAL NS 300CC GIVEN. IMMEDIATELY POST RB BECAME ALERT AND VERBALLY RESPONSIVE WITHOUT RECOLLECTI IMPROVED TO 144/62. PRE TX B/P-113/61, PC 66 RG. O2 GIVEN AT 34 MIN VIA NASAL CANNULA. DIALYZER WAS REUSED CONTINUED USING THE SAME DIALYZER WITHOUT ANY FURTHER INCIDENCE. SEE SCANNED PAGE. Abnormal			
100.00%	8/20/09	<a href="#">MAUDE-928647.xml</a>	Windows file system
928647 4025930 N PHYSIO-CONTROL, INC. EVALUATED THE DEVICE. THE ROOT CAUSE COULD NOT BE DETERMINED. PHY INVESTIGATE THE COMPLAINT. IT WAS REPORTED THAT THE DEVICE WAS USED TO ATTEMPT TO RESUSCITATE A FEM DNR AVAILABLE. THE LP 5000 GAVE A CONNECT ELECTRODES ALARM WHEN USED WITH TWO DIFFERENT SETS OF ELECT NOT AVAILABLE FOR USE. THE PATIENT EXPIRED. ACCORDING TO THE VOLUNTEER FIRE DEPT, THE PATIENT WAS DOWN TO ATTEMPTS TO RESUSCITATE. EKG/ECG analysis, failure to perform			
100.00%	8/20/09	<a href="#">MAUDE-928661.xml</a>	Windows file system
928661 4045089 D THE MFR REP REPORTED, PRIOR TO SURGERY, THE PT WAS NOT ABLE TO SPEAK FULL SENTENCES WI AND THE PT HAD A HISTORY OF FALLING IN HOME THREE TIMES PER DAY. THE REP CONSULTED WITH THE HCP PRIOR TO CONDITION; THE HCP DECIDED TO PROCEED WITH THE TRIAL. THE PT WAS INFORMED THAT THE TRIAL WOULD ONLY CO TO THE TOP; THE PT STATED HE FULLY UNDERSTOOD THE PROCEDURE. THE PT WAS IMPLANTED WITH TWO LEADS.			

# *New ways of working to optimize decisions and actions*



# *New ways of working to optimize decisions and actions*



# Office of Finance

# *Driving Smarter Decisions through the Office of Finance*



*Enterprise Planning and Analysis*

*Consolidation and Corporate Reporting*

*Financial Analytics*

*Strategy Management and Scorecarding*

# Office of Finance

# Advancing TM1 Capabilities and Solutions

## IBM Cognos TM1 9.5



- Personal Scenarios
- Contribution and Workflow
- Easier, Quicker Solution Deployment

Unmatched blend of high contribution planning and forecasting, scenario analytics and flexibility



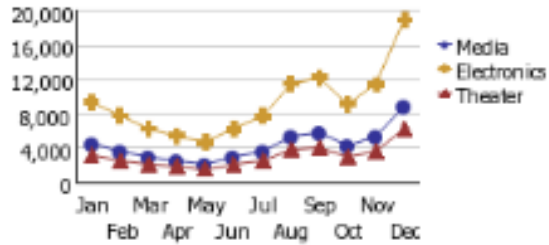
### PPO Dashboard Selected Location: Total Company

Total Company [Dropdown] Finish

#### Version 2 Annual Expenses



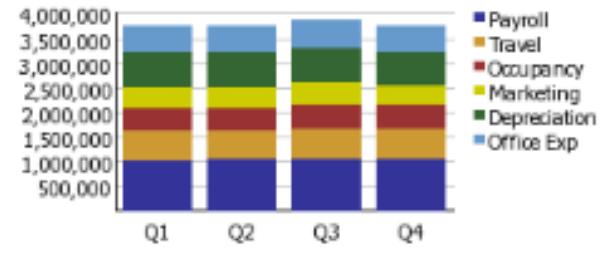
#### Product Revenue (000's)



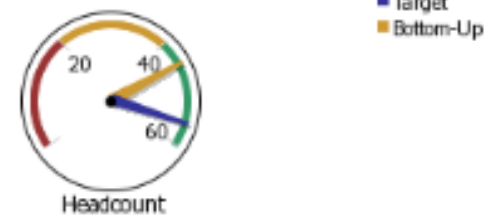
#### Plan to Target Metrics

	Latest Forecast	Target	Variance	
Gross Revenue	199,495,000	199,550,000	(55,000)	Red
Gross Margin	30,500,000	30,450,000	50,000	Green
Total Expense	15,600,000	14,941,846	(658,154)	Red
Net Profit	15,340,000	15,508,154	(168,154)	Red
Headcount	45	56	(11)	Red

#### Version 2 Expense Trends



#### Headcount - Target vs Bottom-Up



Rows: Account [Account] Columns: DemoVersions [Version] Context: Local [Currency Calc] Year [Month] Massachusetts [Organization] 2009 [Year]

	Version 2	Version 1	Variance	Var %	Explanation
4999 Gross Revenue	106,057,623	106,057,623	0	.0%	
5999 Cost of Sales	69,179,177	69,179,177	0	.0%	
<b>Gross Margin</b>	36,878,446	36,878,446	0	.0%	
+ 6099 PAYROLL	514,258	514,258	0	.0%	
+ 6199 OFFICE EXPENSE	251,700	251,700	0	.0%	
+ 6299 TRAVEL	536,298	536,298	0	.0%	
+ 6399 OCCUPANCY	420,000	420,000	0	.0%	
+ 6499 MARKETING	9,750	9,750	0	.0%	
+ 6599 DEPRECIATION	136,429	136,429	0	.0%	
<b>Total Operating Expense</b>	1,868,435	1,868,435	0	.0%	
<b>Net Profit</b>	35,010,011	35,010,011	0	.0%	
Headcount	6	6	0	.0%	

# ***Advancing Controller Capabilities***

## ***IBM Cognos 8 Controller 8.5***



- Enhanced Global Consolidation Capabilities
- Enhanced User Experience
- Extended Financial Analytics

Best-in-class, built-for-purpose engine; unmatched financial analytics powered by TM1

# Advancing Dimension Management Capabilities

*IBM Cognos 8 Business Viewpoint 8.4*



- Enhanced business driven user interface & collaboration
- Relational, MDM Adapters

Unrivaled blend of high collaboration and control over dimensions defined, governed, and shared across performance management environment

# *Enterprise Planning, Budgeting and Forecasting*

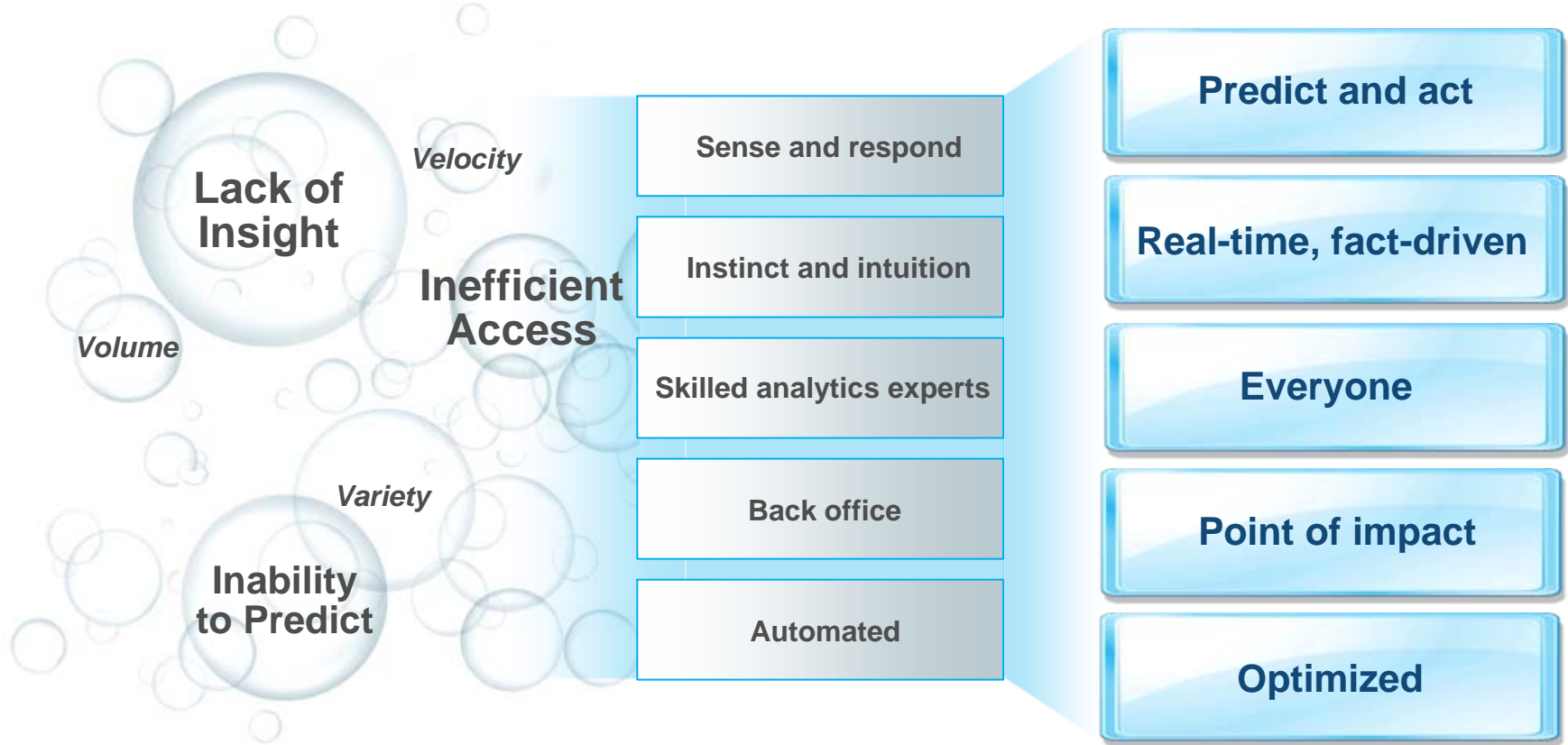


- Continuous planning
- Driver based planning
- Best-practice Blueprints

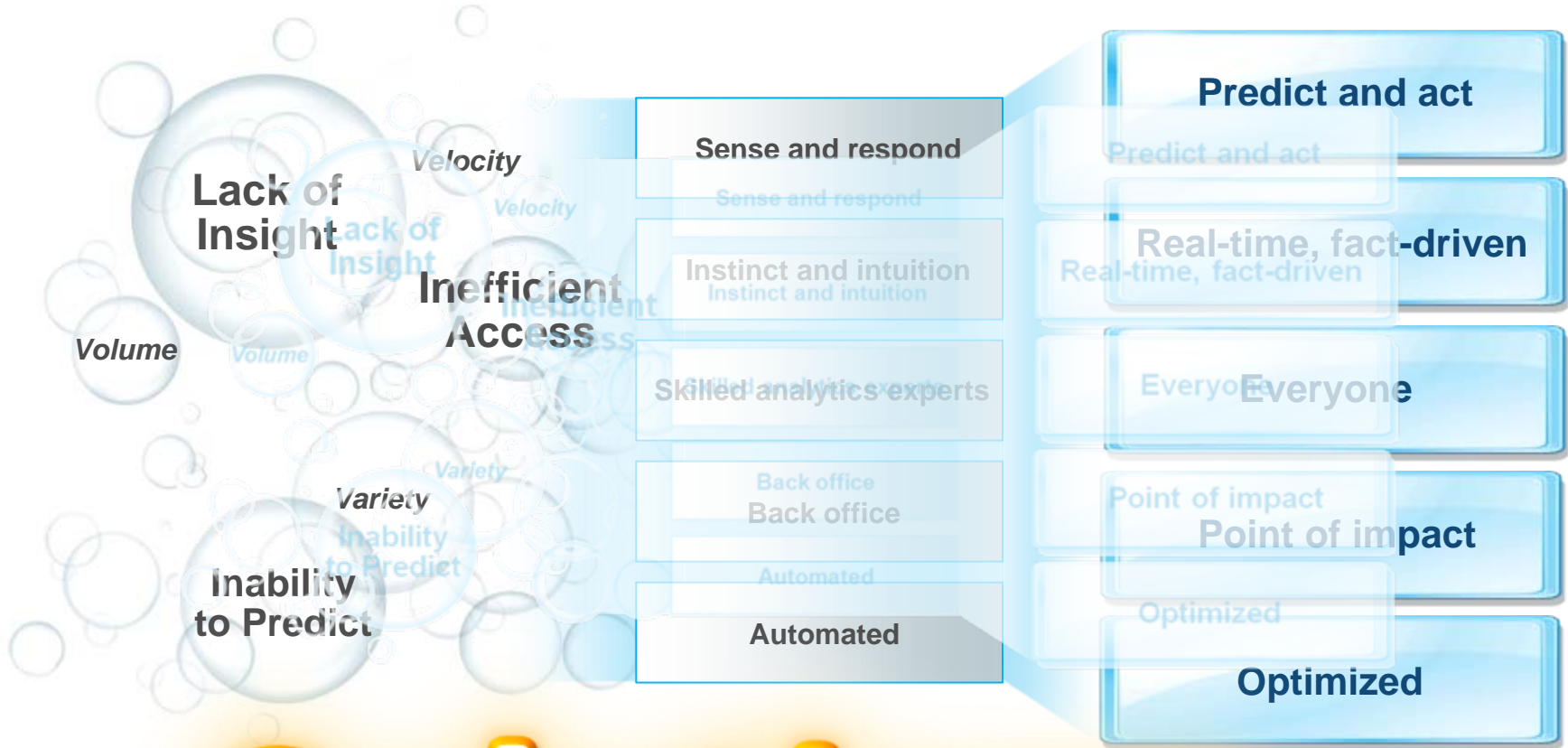
Rich client for improved user experience, personalization, and simplified deployment

***More info about FPM:  
in the FPM breakout  
session in room 6/7  
(14.10 hr) or visit the  
FPM demopod***

# *New ways of working to optimize decisions and actions*



# New ways of working to optimize decisions and actions

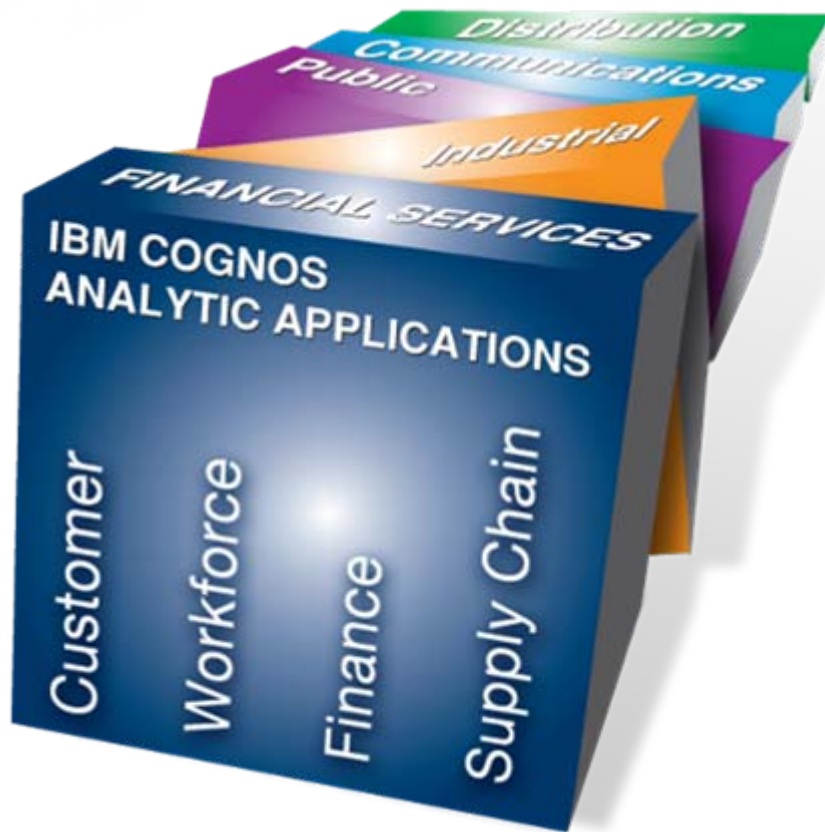


# Solutions



# Complete Analytic Application Coverage

*Solutions for Smarter Decisions from Line of Business*



- Faster insight drives faster time-to-value and action
- Consistent measurement of business strategy
- More effective management of risks and controls
- Anticipate and explore new opportunities

## New Analytic Applications

**Customer**  
**Workforce**  
**Finance**  
**Supply Chain**

**Distribution**  
**Public**  
**Industrial**  
**Communications**

**IBM COGNOS ANALYTIC APPLICATIONS**

**Analytics**  
**Cycle Times**

**Procurement Analytics**  
e.g. Returns Trend by Item

Item	Q1/06	Q2/06	Q3/06	Q4/06	Q1/07	Q2/07	Q3/07	Q4/07	Row Total(x)
IBM COGNOS ANALYTIC APPLICATIONS	30.00%	22.50%	30.00%	40.00%	40.00%	40.00%	40.00%	40.00%	26.00%
IBM COGNOS ANALYTIC APPLICATIONS	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	25.81%
IBM COGNOS ANALYTIC APPLICATIONS	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	25.81%
IBM COGNOS ANALYTIC APPLICATIONS	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	25.81%
IBM COGNOS ANALYTIC APPLICATIONS	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	25.81%
IBM COGNOS ANALYTIC APPLICATIONS	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	25.81%
IBM COGNOS ANALYTIC APPLICATIONS	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	25.81%
IBM COGNOS ANALYTIC APPLICATIONS	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	25.81%
IBM COGNOS ANALYTIC APPLICATIONS	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	25.81%
IBM COGNOS ANALYTIC APPLICATIONS	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	25.81%

# DEMO

## *Sales Analytics*

# Industry and Functional Domain Accelerators

## FUNCTIONAL

- > Allocations Planning
- > Capital Project Planning
- > Discretionary Capital Expenditure Planning
- > Expense Planning & Control
- > Initiative Planning
- > Integrated Financial Statements

IBM Cognos  
**Innovation Center**  
for Performance Management

- **Critical performance management processes**
- **Operational and financial planning and analytics**
- **Horizontal and industry domains**



DISTRIBUTION



EDUCATION



GOVERNMENT



COMMUNICATIONS



HEALTHCARE



BANKING



LIFE SCIENCES



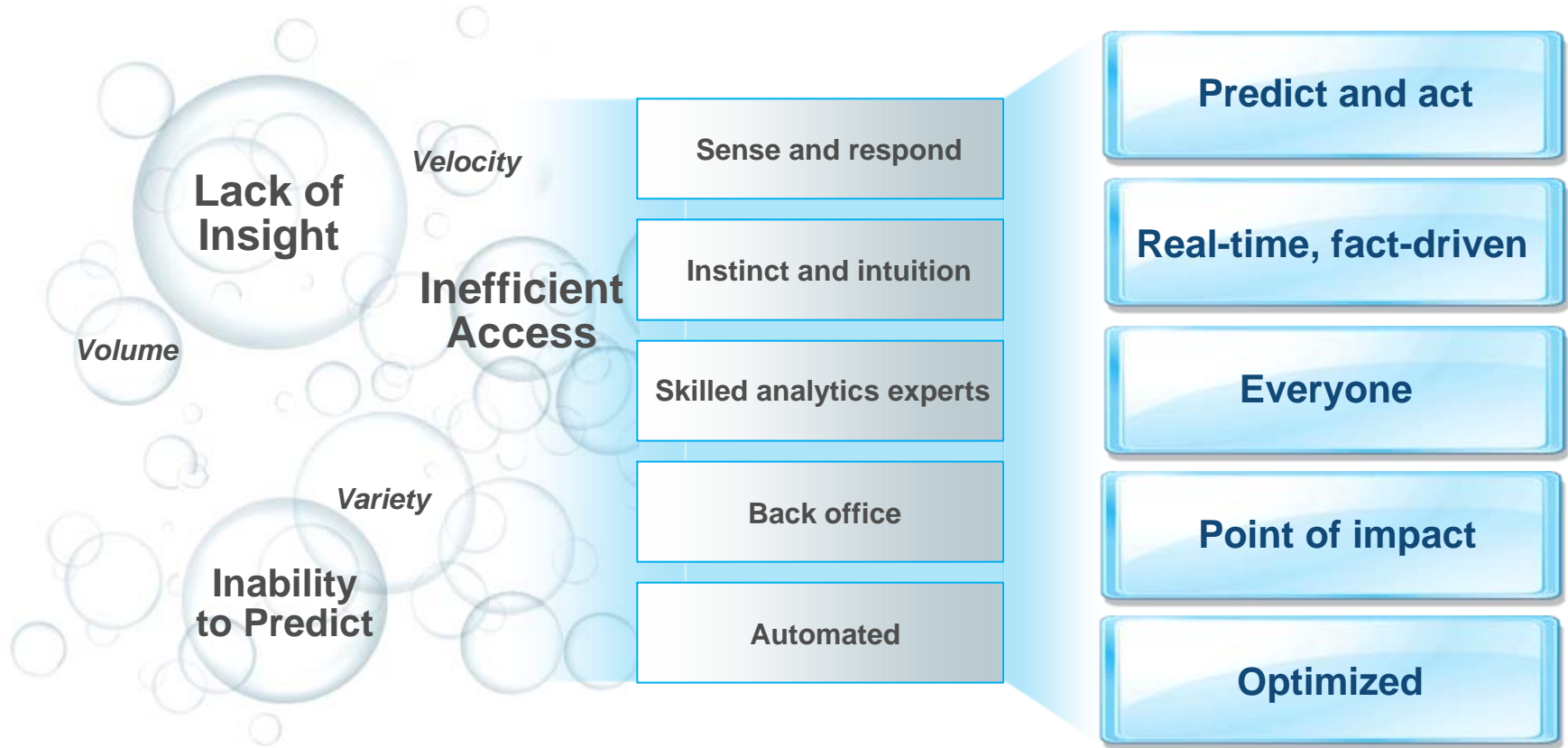
INSURANCE



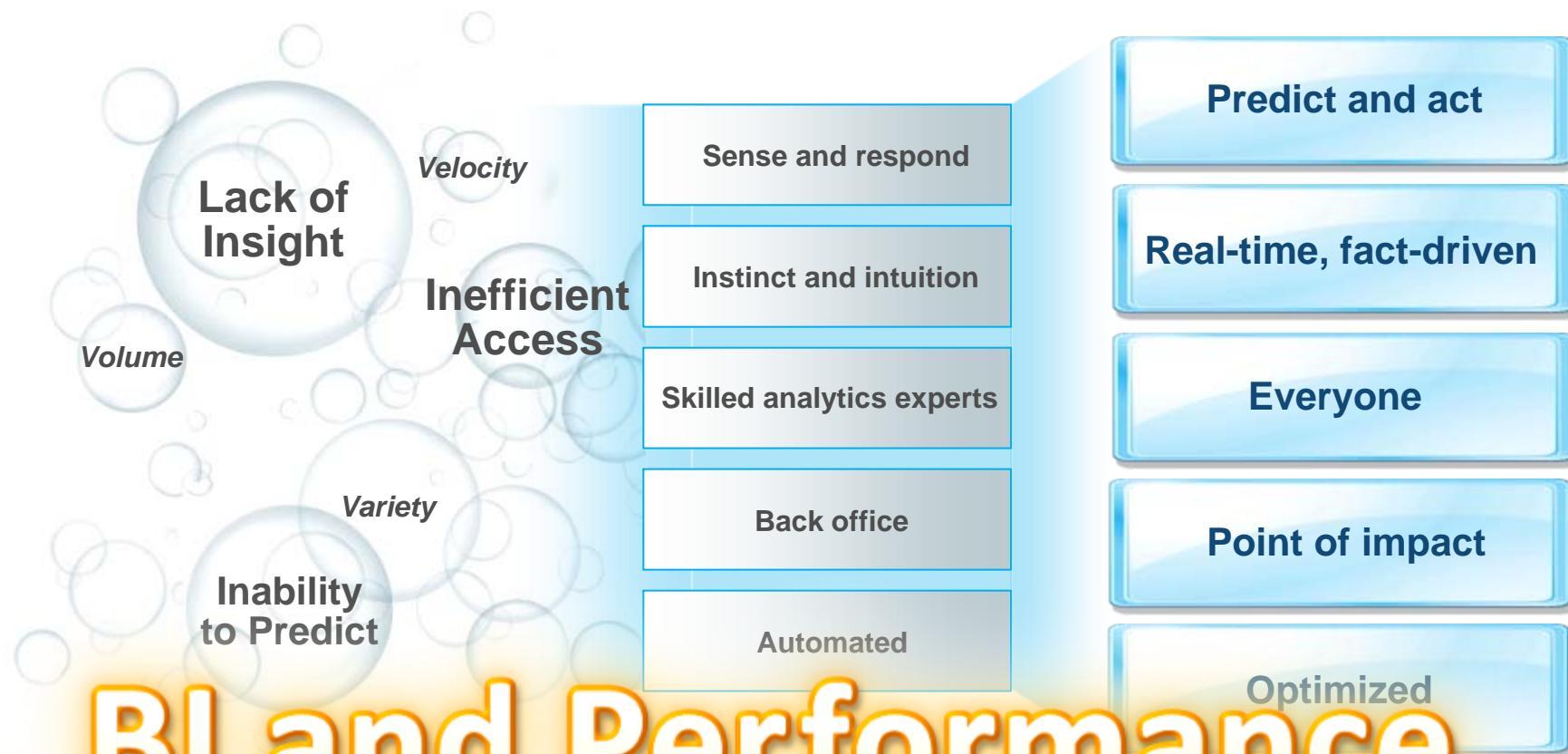
INDUSTRIAL

# IBM Cognos Blueprints

# *New ways of working to optimize decisions and actions*



# *New ways of working to optimize decisions and actions*



# BI and Performance Management Platform

PowerPlay

Personalized  
dashboards

Location-aware  
mobile access

New planning  
interface

Annotations

Search-assisted  
authoring

**Universal BI and  
PM capabilities**

Enhanced  
charting

**Flexible access  
and interactivity**

Business  
dimension  
modeling

# IBM Cognos 8

Tight TM1  
integration

**Business modeling**

**Enterprise-class  
SOA platform**

Data lineage

Model advisor

System management  
methodology

**Mashup  
Service**







**Reports**



**Ad-hoc queries**



**Analysis**



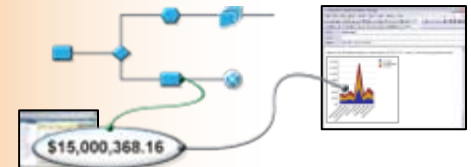
**Scorecards**

**API to Automatically  
and Securely  
Expose BI Content  
as a Web Service**

**IBM Cognos 8  
Mashup  
Service**



**Applications**



**Processes**



**Mashups**



**Visualizations**

# DEMO

## *Cognos Mashup Service*



Gtest2 - Cognos Viewer - Microsoft Internet Explorer

Address: http://sottccslab1/cognos8/cgi-bin/cognos.cgi?b\_action=cognosViewer&i.action=run&i.object=%2fcont

Cognos Viewer - Gtest2

Sales territory	Country	Region	City	Address line 1	Revenue	
Americas	Canada	Ontario, Canada	Toronto, Canada	Suite 12, 801 Dundas Street, Toronto, Canada	\$405,396.10	
			Toronto, Canada		\$3,953,999.96	
		Ontario, Canada				\$7,579,837.28
		Prince Edward Island, Canada	Charlottetown, Canada	292 Queen Street, Charlottetown, Canada	\$33,521.60	
		Charlottetown, Canada		\$33,521.60		
		Prince Edward Island, Canada		\$33,521.60		
		Québec, Canada	Hull, Canada	48, rue Leduc, Hull, Canada	\$19,933.90	
			Hull, Canada		\$19,933.90	
		Montréal, Canada	18, rue Rousseau, Montréal, Canada		\$812,144.54	
			2, boul. Sherbrooke, Montréal, Canada		\$389,075.56	
			203, boul. Guy, Montréal, Canada		\$2,444,242.26	
			2425, rue Peel, Montréal, Canada		\$958,868.66	
			45, rue Abwater, Montréal, Canada		\$179,034.12	
		Montréal, Canada	500, Place d'Armes, Montréal, Canada		\$224,688.52	
			Montréal, Canada		\$5,008,053.66	
		Tremblant, Canada	45, rue Stanley, Tremblant, Canada	\$1,246,200.88		
		Tremblant, Canada		\$1,246,200.88		
		Québec, Canada		\$6,274,188.44		
		Saskatchewan, Canada	Regina, Canada	23 Louis Riel Drive, Regina, Canada	\$1,399,551.98	
			Regina, Canada		\$1,399,551.98	
Saskatchewan, Canada		\$1,399,551.98				
Yukon, Canada	Whitehorse, Canada	56 North Way Street, Whitehorse, Canada	\$434,557.92			
	Whitehorse, Canada		\$434,557.92			
Yukon, Canada		\$434,557.92				
Canada		\$23,383,719.54				
Mexico	Jalisco, Mexico	Guadalajara, Mexico	Av. Pacifico No. 164, Guadalajara, Mexico	\$366,470.76		
		Guadalajara, Mexico		\$366,470.76		

Done Local Intranet

INFOSPHERE CUBING SERVICES...

IBM DB2

Microsoft Access

COGNOS 8  
POWERCUBE

COGNOS TM1

ORACLE OLAP

SYBASE



TERADATA

MICROSOFT  
ANALYSIS SERVICES



**OLAP  
SOURCES**

SAP NetWeaver  
Business  
Warehouse

Microsoft  
SQL Server

**RELATIONAL  
SOURCES**

IBM  
INFORMIX

TERADATA  
AJIS

ESSBASE

# Open &

Oracle

Netezza

# Heterogenous

COGNOS  
NOW!...

JDBC

ODBC



**APPLICATION  
SOURCES**

SAP R/3



**MESSAGE  
SOURCES**

XML



**MODERN &  
LEGACY  
SOURCES**

PEOPLESOFT

ORACLE

SSA

TIBCO EMS...

WSDL...

COGNOS 8  
PLANNING

SIEBEL

BEA WEBLOGIC

IBM WBI SERVER  
FOUNDATION

SALESFORCE

IBM WEBSPHERE MQ

## ***IBM Cognos 8 Platform and Capabilities:*** *Embrace, enhance & extend your investments in SAP® technology & applications*



- **SAP NetWeaver® Portal**
- **SAP® Web Application Server**

**SAP® Certified**  
Powered by SAP NetWeaver®



***Plus support for:***

- **SAP NetWeaver Namespace**
- **Business Warehouse Accelerator**



- **SAP NetWeaver® Business Warehouse**
- **SAP® Business Suite**
- **SAP® R/3®**

**SAP® Certified**  
Integration with SAP NetWeaver®

# DEMO

*SAP*

**Cognos Navigator**

**NewsItems**

- [Very High Discounting](#)
- [Review Process for New York - Late](#)
- [Pipeline shortfall for Netherlands](#)
- [Pipeline shortfall of 50.92: Europe](#)
- [Actual Revenue for USA is \\$52,519,145.90 Today](#)

**Metric List**

No filter | No grouping [Metrics: 1-3]

Name	Actual	Target	Variance	Variance %	Time Period
Employee expense	US\$4,136,363.72	US\$4,204,900.00	-US\$68,536.28	1.63%	Dec 2006
Inventory turnover ratio	5.74	6.60	-0.86	13.03%	Dec 2006
Gross profit margin %	44.16%	42.50%	1.66%	3.91%	Dec 2006

**Cognos Navigator**

Cognos > Public Folders > SAP Demo

Entries: 1 - 10

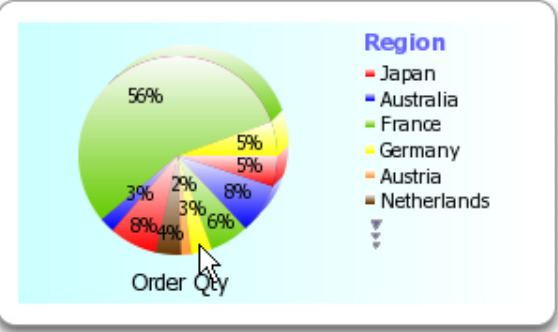
- Go D Interactive Dash
- Launch Cognos
- NewsItems
- Portal Tabs
- Reportlets
- Sales
- \*NEW\* Sales Activity Dashboard
- Cognos Cockpit (VC)
- Cognos Cockpit (WAD)
- Google Report

**Cognos Viewer**

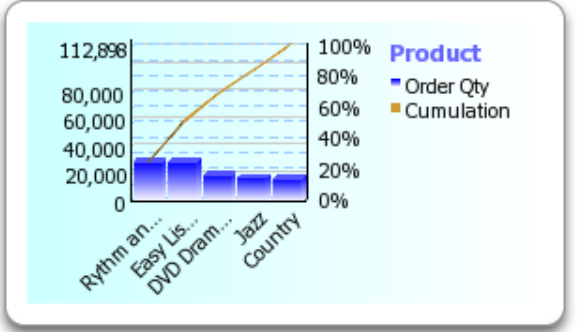
Keep this version | Add this report | Watch new versions | Add comments

## Sales Activity Dashboard

Quantity by Region and Quarter



Quantity by Top 5 Products and Quarter



Return Quantity by Top 5 Products and Quarter

Revenue by Quarter and Top 5 Products

***More info about BI in the  
BI breakout session in  
room 6/7 (12.30 hr) or visit  
the BI demopod***

***More info about Training  
and Services in the  
breakout session in room  
6/7 (14.50 hr) or visit the  
demopod***



Business Glossary

Smart Analytics System

Industry models

Data lineage



System z

Business process

Text analytics

System management

Data integration

Data mining

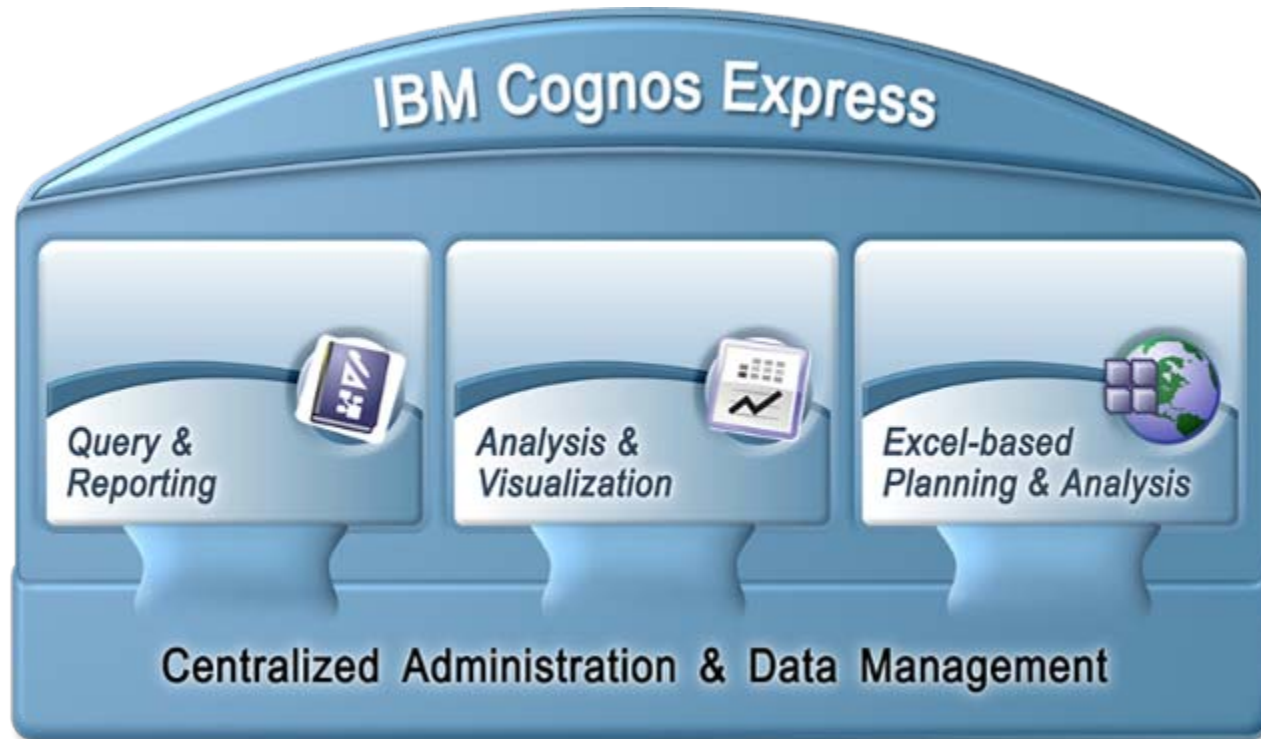
Data warehousing

Cloud Offerings

Enterprise search

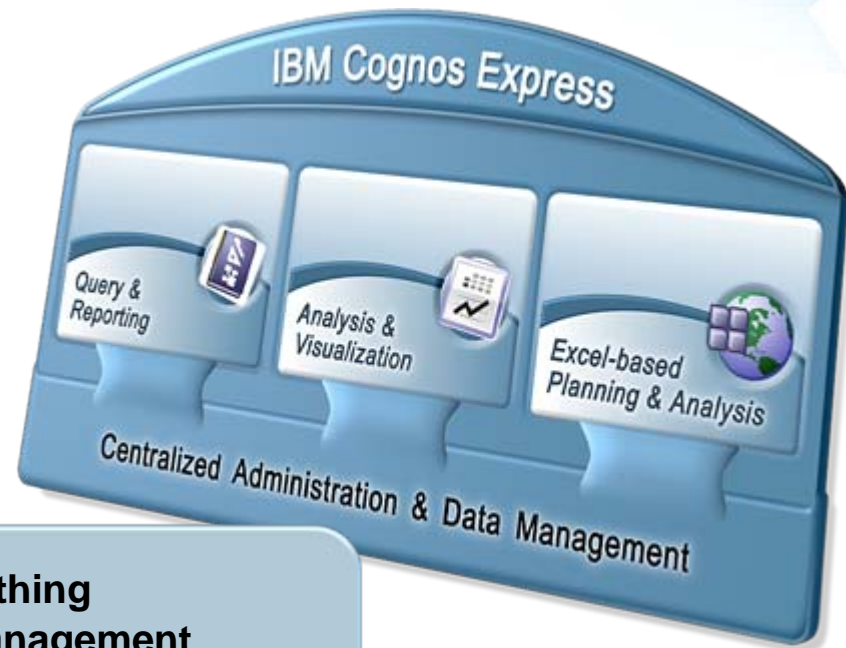
***More info about IBM:***  
***IBM Synergy track in***  
***zaal 10***

# Introducing IBM Cognos Express



The **only** integrated Reporting, Analysis and Planning solution purpose built for midsize companies

# Removing the Barriers



## Easy to Install

Pre-configured solution includes everything required for simple deployment and management

## Easy to Use

Self-service access empowers business users and removes the burden from IT

## Easy to Buy

Packaged and priced right... Start small, start anywhere, deliver immediate value, and grow

# *Continued Investment in Innovation*

- User Experience
- Cloud
- Advanced Analytics
- Business/ IT Partnership
- Collaboration  
& Visualization

# DEMO

## *Sneak Peak*

- iPhone Support

iPod

9:42 PM



Safari



Calendar



YouTube



Maps



Weather



Clock



Calculator



Notes



Settings



iTunes



Google Earth



Evernote



Spreadsheet



Soudragon



Cognos



Stocks



Music



Videos



Photos



Mail

## Start

Intake gesprek en analyse.

## Finish

In 48 uur een Business Intelligence oplossing realiseren.

## Parcours

Op locatie bij uw organisatie.

## Team

Twee IBM Cognos experts samen met u of iemand van uw team.

## Publiek

Uw afdelingen en/of gebruikers.

## Conditie

Na de eerste ronde u aan het stuur!

## Reden

Het ultieme bewijs van de effectiviteit en gebruikersvriendelijkheid van onze oplossingen.

## Kosten

Eenmalige bijdrage van € 760,-.





## ***Smarter Business***

- Faster, better outcomes and results
- Capabilities, platform and know-how to make you successful
- Continued innovation to drive your success