

Service Intelligence



Powered by Cognos™



Your
~~Power to the people~~

Service Intelligence

Power Results

The true test of any analytic solution is in the results it produces. Results are determined by the ability of your people to access the information they need to identify trends - - both good and bad. We believe that the closer your people are to the data, and to the analytic tools that empower them, the better your results will be. Leaving your people to someone else's canned reports, or subjecting them to the lag time and costs of IT-driven reports will only frustrate them. In the end, the inferior results produced will affect your ability to improve your organization. We encourage you to view a truly complete solution, one that will deliver not only the best of analytics, but the best of results.

We would welcome the opportunity to meet with you and discuss how we can help you improve your reporting. We are confident that 4CS offers the best value in today's analytic environment .



Power from 4CS

Data Warehouse

4CS removes the complexity from the analytics environment. All the information from all sources is stored in one unified data warehouse. The information from 4CS systems, along with information from related business systems, is consolidated in the warehouse.

There are several advantages to using a data warehouse. The warehouse provides a large amount of data spanning multiple sources that is centralized into one location. This allows you to discover different solutions and recognize patterns and connections within the data. These solutions and connections might not be apparent if the data was viewed separately from multiple sources. The warehoused data is also more consistent, because it is translated to a warehouse-compliant form.

Lastly, the data warehouse is optimized for reporting and speed. You will no longer cause slowdowns in other's productivity because someone is running "heavy" reports on the business database.

Relational Cubes

Information from 4CS warranty system transactions occupies over 500 tables in the 4CS database. Information that comes from other sources can expand these tables significantly. At this level, how these tables fit together is beyond the comprehension of the business user (thankfully). However, to push power to the business user, it is important that the fit of these tables be available. 4CS has pre-created these hierarchies and relationships into items called cubes. Although the user is unaware of these cubes, when the user accesses them in the report, they appear as simple indexed lists (similar to the file directory on the personal computer). If the user clicks on the claim folder, the fields that pertain to that claim appear. If the user clicks on the returns folder, the fields pertaining to the part return appear. These fields can then be easily

dragged to the report for an instant report, because the system already knows the relationships.

Metadata

Metadata is a scary term for a simple item. When the IT department creates names for the fields, they often use cryptic names such as PN_001, or PartN_004. To make creating reports a simple matter of selecting friendly names, 4CS has created new names, such as "part number" and "partner name." Metadata can also be used to describe other attributes of the data which your IT department will find very interesting.

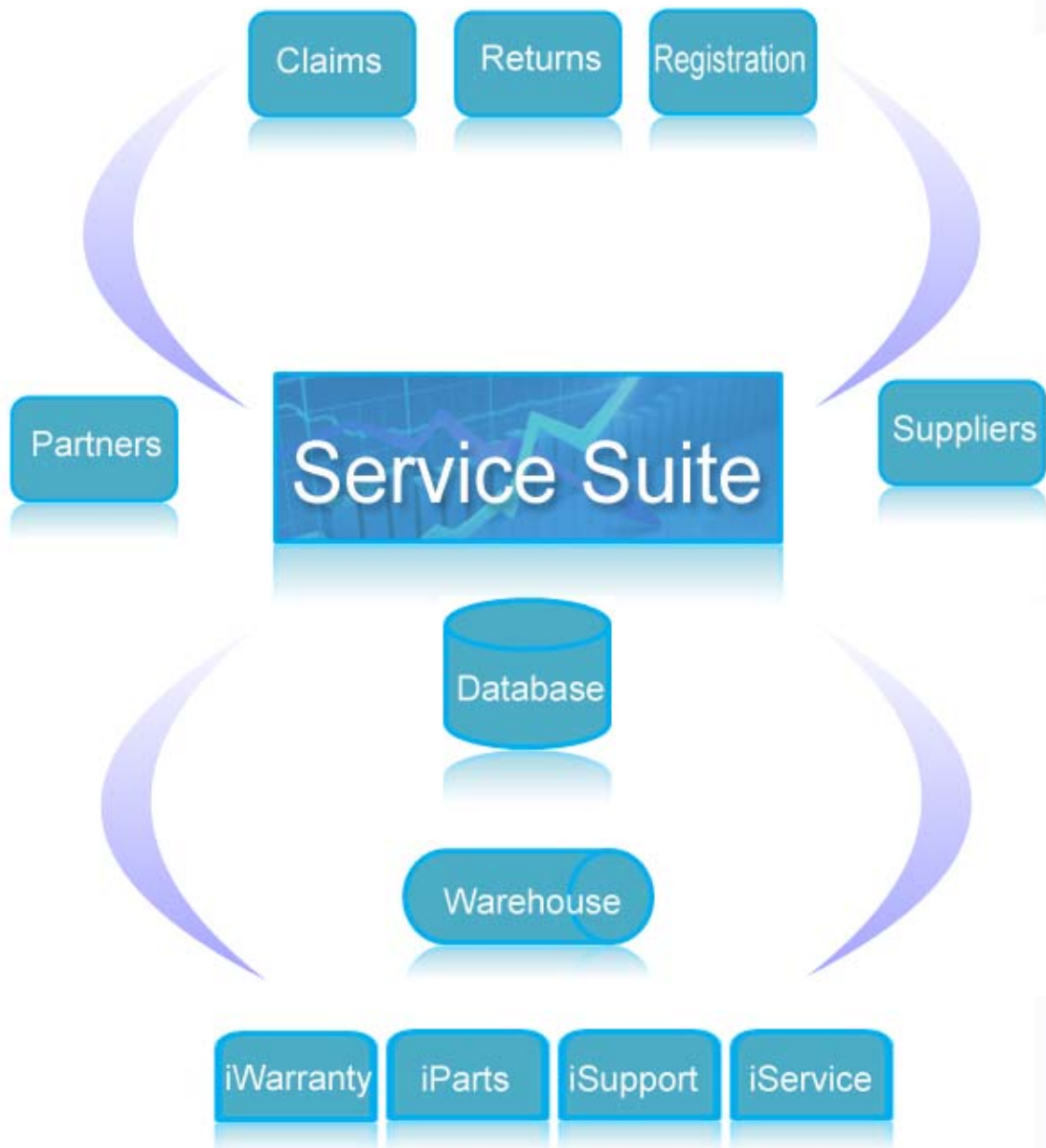
People

4CS has been in the warranty business for over 13 years. In that time, it has acquired some of the best talent in the industry and accumulated a wealth of experience. 4CS provides the most complete solution available – within the United States and globally.



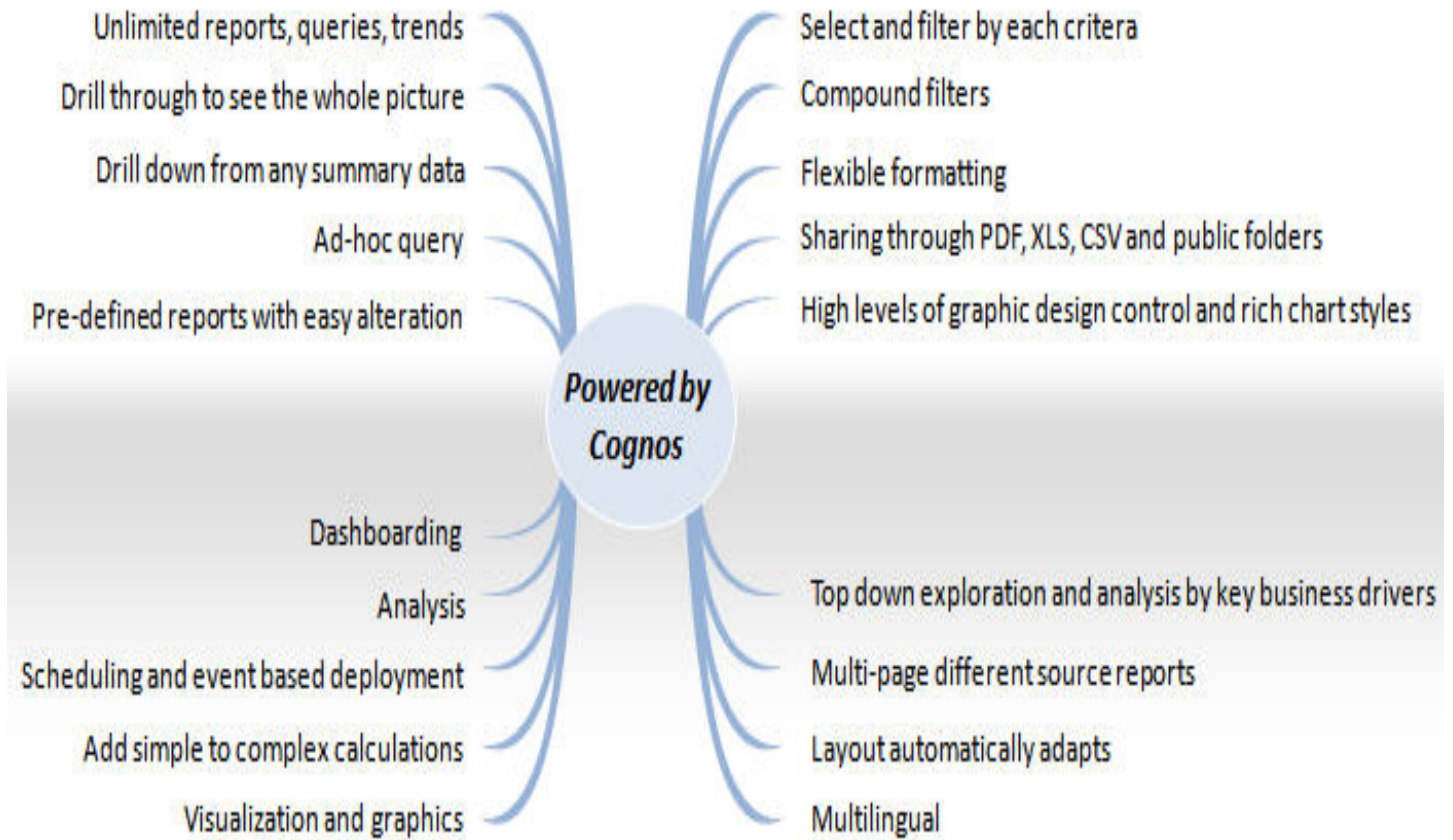
Service Intelligence

Power from 4CS



Power from the software

Check out these outstanding features:



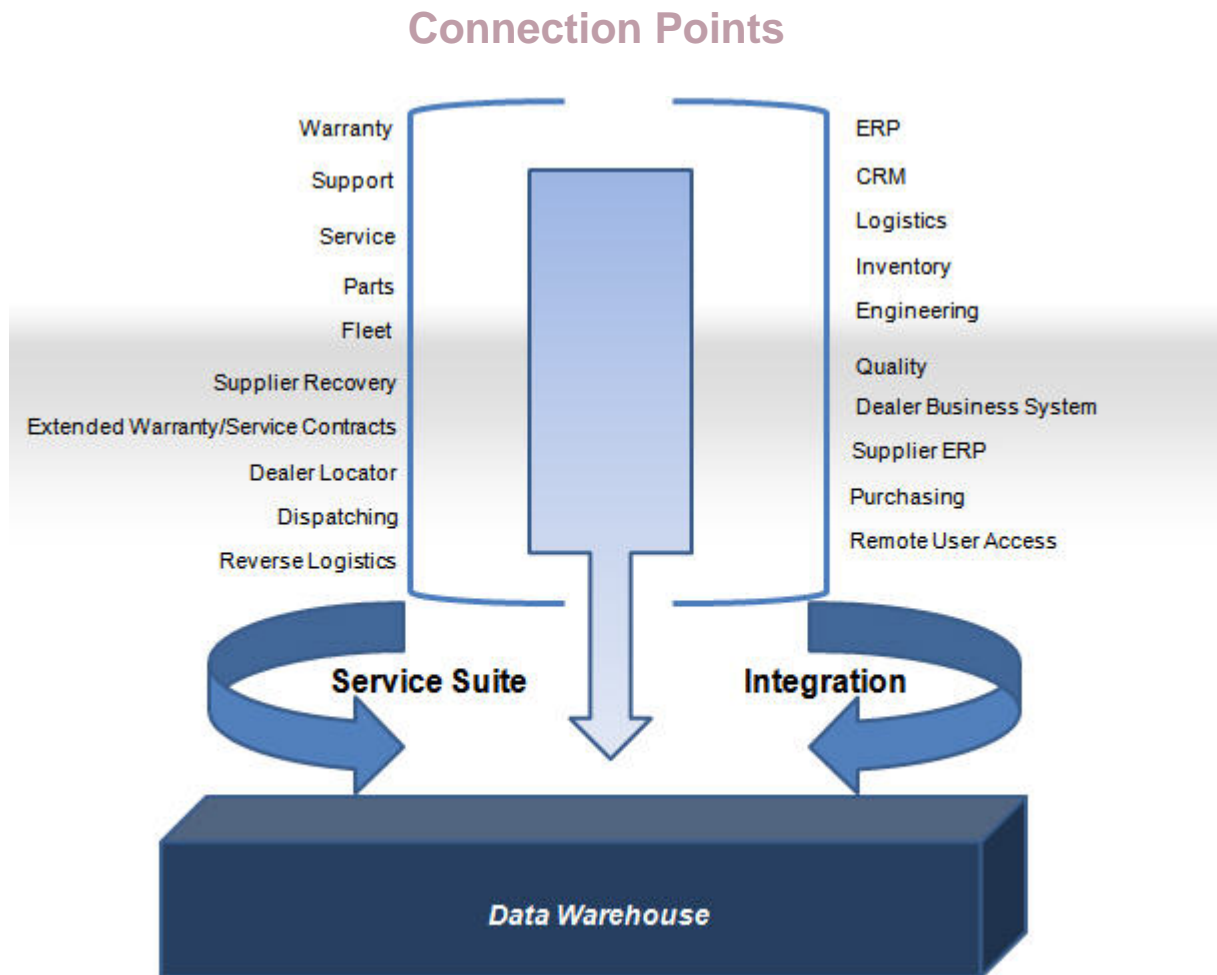
Highlighted Features

Cognos is one of the premier analytic solutions available on the market today. Cognos provides a product that covers all your needs, with the most complete set of features in the industry. This breadth combines with proven technology to provide the best solution for you.

The list of features is too expansive to cover in one page, so we offer the list above to highlight some of the more popular features.

Service Intelligence

Power from Connections



Connection Points

An intelligence tool is only as good as the breadth of the information it has access to. Narrow breadth equals narrow insights and narrow perspectives. 4CS provides a path to expand your access to both all 4CS products, and outward to all the critical related systems.

The 4CS products are all built on a service framework that allows sharing of all information across all its products. This means that your reports can span various functional areas and offer the insight across those areas. For example, would you like to see a report that shows both support cases and warranty claims for a particular model? 4CS can do it.

4CS also provides the capabilities to connect other business systems to your data warehouse. Now your analysis can include parts, products, quality, accounting and other information along with your 4CS sourced information. You can now visualize trends, patterns, and results from every corner of your business.

Power to the User

There are basically two analytical tools in the market today. The first type is the simple report writer that provides “standard” reports. At best, this is adequate when you need exactly the information that the report provides. If you require a variant of the report or a fresh report, you are left completely stranded.

The second type of analytical tool is the IT power instrument. This has the power of a nuclear reactor, along with its complexity and risk. If you have an advanced degree in Information Technology, and unlimited time and patience, this could work. But the average business user ends up in long waiting lines at the IT department, with the associated high cost.

Self Service

4CS Service Intelligence is the premier solution to both of these dilemmas. By combining a pre-defined data structure with a simple but sophisticated report engine, 4CS transfers power back to the business user. The complexity is gone, and the freedom is back. Creating reports now requires the simple dragging-and-dropping of understandable field names into a report area, and then tweaking the appearance of that area. This can be easier than creating a report in Word or Excel, but much more powerful. Reports speed up, and costs come down.

Sample Examples

- Quality trends
- Dealer performance
- Warranty process performance
- Early warning of problems
- Backlog dashboards
- Model or part performance



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