



## ANCILE uBENCHMARK™

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You have done everything right in choosing your enterprise software and educating your workers to leverage the power it was designed to deliver. Given today's economy, it is more important than ever to proactively address performance gaps and continually monitor your systems and focus your efforts on the processes that need the most help.

Get the big picture on performance with ANCILE uBenchmark™ — and gain insight into how your people interact with your business applications, regardless of their location. Armed with this detailed analysis, you can take the right steps to optimize the performance of your systems and your people.

## ANCILE uBenchmark™

ANCILE uBenchmark delivers:

- Greater operational efficiencies to achieve ongoing ROI.
- A proactive approach to problem solving by highlighting issues before they escalate into costly problems.
- A rapid means of revealing inefficiencies in employee or system performance.
- Detection of the best performers.
- Diagnostic reporting that targets specific training and performance support for each employee and business unit, based on application usage.
- A view into the usage of your application environment.

### KEY ADVANTAGES

- Collects and reports performance data about virtually all Microsoft Windows-based applications.
- Provides detailed information on application usage down to the data entry level.
- Allows for customization of data collection capabilities.
- Dashboard reporting oriented to the unique needs of your business and key stakeholders.
- Robust and flexible access to your data, supporting deeper analytics.
- Replays of the user experience.
- Allows visibility to user information as required.
- International user interface.
- Allows tagging groups of data points to provide contextual information.

## STRATEGIC PERSPECTIVE

A powerful software tool, uBenchmark is used to support a sustainment strategy that includes the collection and analysis of data points delivered by workers interacting with their enterprise applications. ANCILE uBenchmark's dashboards provide insight into the application and business process adherence. This information is vital in determining the correct strategy for enhancing business processes and addressing performance gaps.



## INFORMED ANALYSIS

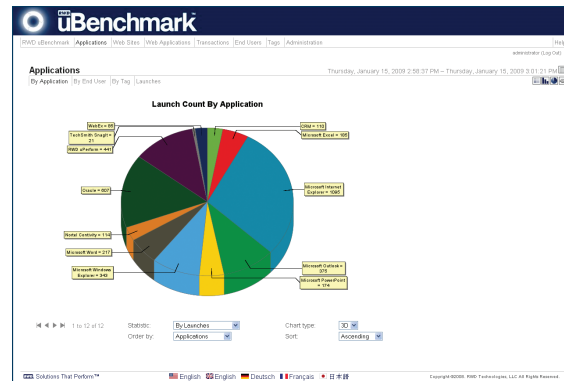
With one glance at the uBenchmark dashboard, your managers can see how efficiently their staff is completing business processes, and how frequently and long applications are being used. By analyzing and evaluating this data in terms of corporate expectations, managers can:

- Determine where additional performance support, training, and IT involvement are needed.
- Evaluate whether a business application is, in fact, delivering as expected.
- Correlate user demographics and usage details.
- Assess the need for additional business tools or workflow changes to improve business performance.

By providing precise metrics on employee performance, uBenchmark helps you realize and maximize your software investment, saving both time and money.

Color	Application	Visitors	End Users	Launches	Duration	Average	Mouse Clicks
	Microsoft Excel	1	10	100	16h 40m 0s	5m 24s	1,665
	Microsoft Internet Explorer	2	10	1,000	2h 11m 20m 0s	5m 15s	9,885
	Microsoft Outlook	2	10	325	1h 1m 14m 0s	5m 19s	3,375
	Microsoft Word	1	9	124	1h 20m 20m 0s	15m 17s	1,566
	Microsoft Windows Explorer	1	9	240	1h 5m 0m 0s	5m 56s	3,007
	Microsoft Word	2	9	217	1h 8m 1m 0s	6m 52s	1,953
	Microsoft Word	1	7	114	4h 50m 0s	2m 52s	1,026
	Google	1	10	601	1h 17m 33m 0s	5m 36s	5,546
	Excel Applications	1	7	641	1h 15m 20m 0s	5m 22s	3,369
	Excel Applications	1	6	21	30m 0s	1m 42s	159
	Word	1	6	80	1h 15m 41m 0s	20m 0s	765

Representation of application usage data



Graphical representation of average duration per launch

## SCALABLE SOLUTION

**ANCILE uBenchmark** is easily installed on individual workstations to evaluate as many employees as necessary. Your software functions in tandem with existing security and controls systems with minimal impact on the user experience.

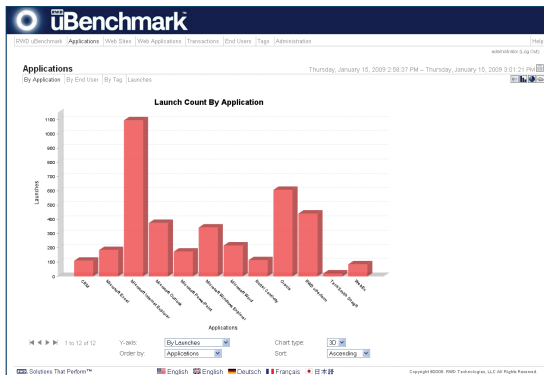
In addition, uBenchmark's dashboard provides a range of reporting features on how your users interact with Windows-based software as well as ERP applications like SAP, Oracle, and PeopleSoft. The dashboard provides usage insight down to the individual employee level.

## COMPREHENSIVE DECISION-MAKING

**ANCILE uBenchmark** allows you to assess:

- Business system adoption and usage
- Duration of interaction
- Response time
- Employee support and learning requirements
- Comparative analysis across groups

With access to this complete set of metrics, your company can achieve greater productivity by maximizing the effectiveness of your systems and your people.



Graphical representation of application launches

Setting	Value
Applications	<input checked="" type="radio"/> Measure all <input type="radio"/> Ignore these <input type="radio"/> Measure only these <input type="radio"/> Measure none
Web Sites	<input checked="" type="radio"/> Measure all <input type="radio"/> Ignore these <input type="radio"/> Measure only these <input type="radio"/> Measure none
Web Applications	<input checked="" type="radio"/> Measure all <input type="radio"/> Measure none
Transactions	<input checked="" type="radio"/> Measure all <input type="radio"/> Measure none
Images	<input checked="" type="radio"/> Measure all <input type="radio"/> Measure none
Messages	<input checked="" type="radio"/> Capture all <input type="radio"/> Ignore these <input type="radio"/> Capture only these <input type="radio"/> Capture none
Observe and control	<input checked="" type="radio"/> Yes, use unique numbers <input type="radio"/> Yes, use constant value <input type="radio"/> No
Trust all certificates	<input type="radio"/> Yes <input checked="" type="radio"/> No
Show icons in system tray	<input type="radio"/> Yes <input checked="" type="radio"/> No
Allow and users to stop	<input type="radio"/> Yes <input checked="" type="radio"/> No
Allow and users to quit	<input type="radio"/> Yes <input checked="" type="radio"/> No
End user is idle after	15 minutes
Update settings every	15 minutes
Maximum delay for client	30 %
Language	English-US
Server	ubenchmark
Site	client01
Port	443

Representation of user settings including user identity



## **YOUR CHALLENGE**

### **Complex and Diverse Business Applications**

You invest millions in business applications with the potential to transform your business. The possibilities for increased efficiency, improved workforce performance, and greater profitability are limitless. Your employees need ongoing performance support in order to use these applications effectively and adjust how they work when business processes change.

### **Business Process Consistency**

Your organization is required to follow identical workflow processes around the globe. Your employees need to follow a consistent set of business processes in every location.

### **A Rapidly Changing Workforce**

Your workforce changes almost daily with new hires, new initiatives, and new opportunities. To better orient employees, train mobile and geographically dispersed workers, and ensure knowledge exchange among generations, cultures and locations, you need a solution that provides user performance analytics on your business applications.

### **Identifying Best Performers**

Identifying high-achieving users who perform beyond expectation usually occurs by word of mouth, making it difficult to define and emulate their actions and processes.

### **User Identity**

Your organization would like to collect user data for overall business performance analysis without identifying the user.

## **OUR SOLUTION**

**ANCILE uBenchmark** provides comprehensive, objective data about user and system performance so you can target investments exactly where needed for employee learning, performance support, and business processes.

**ANCILE uBenchmark** provides a view into process adoption by displaying counts of transactional processing, errors and success rate. Coupled with the ability to combine counts in the dashboard, this allows you to compare data across user groups.

**ANCILE uBenchmark** provides a consistent, ongoing overview on employee performance with business processes so that you can identify performance gaps before they become costly problems and make changes efficiently.

**ANCILE uBenchmark** can determine which employees are performing at high levels, and can even provide screen captures to identify the process and user experience.

**ANCILE uBenchmark** will identify user adoption and process adherence without exposing their identity.