



Manage Real-Time Performance in Aftermarket Service

With increasing attention on the value of aftermarket service, those responsible for service results require real-time information for the planned, current and historical performance of their service business. **The MCA Solution Suite brings powerful graphic visualizations of critical service metrics to all corners of the enterprise.**

Unlock Information That Empowers

For executives, MCA Performance Management offers a range of visualizations and drill-downs to provide a high level view of the service business' performance and of the business impact of "what-if" service scenarios.

For managers and planners, MCA Performance Management provides detailed metrics and drill down from planning alerts to planning workflows. This "closed loop performance management" enables greater responsiveness to changing conditions as well as increasing the understanding of how to best improve service performance.

The Benefits of MCA Performance Management

- Greater Visibility
- Improved Responsiveness
- Tighter Plan Compliance
- Deeper Understanding



"Closed-loop performance management is the **discipline of 'taking action' on the results of performance monitoring, and blending these results with desired plans** and goals to drive business value and impact."

- Neil Chandler, Research Director, Gartner

Gartner Report on Business Intelligence & Performance Management, 2009

See Clearly and Act Confidently with MCA Performance Management

MCA Performance Management is a module that aggregates information from your service supply chain into a single location, providing an interactive view of user-defined metrics and alerts. Users configure an accurate and dimensional view of the entire service network by leveraging different graphics in MCA Performance Management, including charts, gauges, maps and tables. It also enables drill downs from the metrics and alerts into the related MCA Solution Suite Planning modules to uncover the underlying drivers of the metrics.

Performance Management Features Include:

- **Tight integration** to MCA Solution Suite data model and workflow
- **Graphical data visualizations** to show performance
- **External security model** with LDAP and ADS to allow single sign-on
- **Real-Time updates** as data changes
- **Best practices** in service performance metrics and management
- **Standard pre-defined Performance Dashboards** can be extended and updated by a user
- **Ability to identify trends**, exceptions and opportunities for improvement
- **Performance analyses** for a wide range of service domains – inventory, customer service levels, supplier performance, planner performance

MCA's Integrated Software Suite

The MCA Solution Suite is the industry-leading solution for spares forecasting.

Based on decades of experience helping companies like Boeing, KLA-Tencor, Rockwell Collins and Sysmex create world-class service operations, MCA has delivered dramatic improvements in performance including:

- **20% to 50% Reductions in Inventory**
- **40% Increase in Planner Productivity**
- **5% to 20% Increases in Service Levels**
- **Expansion of Service Offerings**



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