



## Presto™: Operational Dashboards for Insight, Efficiency and Performance

### Dynamic Operations Require Dynamic Decision-Support

A recent survey of 540 organizations by the research firm Gartner showed a 300% rise in the need for 'instantaneous' data. A similar survey by Aberdeen showed 'best in class companies' are 3 times better at delivering information within the 'decision window' needed by their employees. These same companies continue to be more profitable and more popular with their customer base, benefiting from operating profits 17% higher and customer service scores 20% higher than their competitors.



Nowhere is this information need more acute than the 'front line', those operational areas where trucks are scheduled, forklifts are always on the move, customer demands shift constantly, market dynamics are always in flux, and sales revenues change by the minute. Front-line functions such as data centers, customer care, sales, marketing, logistics, shipping, production, and program management all make decisions based on information that is 'in motion' and that often lives in many disconnected, or siloed, systems.

It can be challenging to provide timely information to operations managers, analysts and staff and, as a result, your operations staff may make decisions with information that is incomplete, out-of-date, or simply inaccurate. The solution to these dynamic information demands lies in live data delivered through rich interactive dashboards that are assembled directly by the operational employees.

### Organizations Need to Empower Their Operational Decision-Makers

Many experts agreed that users must be empowered to create and optimize their own situational dashboards in order to respond to changing operational information needs. In 'Self-Service Business Intelligence: Empowering Users to Generate Insights', industry experts Claudia Imhoff and Colin White discuss the importance of empowering users to create operational dashboards:





*"IT has been stripped down to the barest numbers, even while information workers are demanding more control and faster access to BI and business data. To satisfy this demand and accelerate time to value, one approach involves setting up an environment in which the information workers can create and access specific sets of BI reports, queries, and analytics themselves—with minimal IT intervention—in a self-service BI (SS BI) environment."*

By providing a self-service environment, operations staff can get the information they need when they want it, accelerating decision speed and improving operational performance.

### **Presto: A Secure Solution for Real-time, Self-Service Operational Dashboards**

JackBe's Presto is an optimal solution for organizations that need to merge live data from multiple systems and empower users to create their own decision-support dashboards to measure, monitor and manage business processes while still meeting the toughest enterprise security and governance requirements.

JackBe's Presto is a unique Self-Service Dashboard solution because it combines three elements that are critical to operational insight:

- **Real-Time Data** – By providing 'direct connect' access to any number of internal or external systems, Presto delivers the freshest information, no matter where it is.
- **Self-Service Assembly** – By giving non-technical users easy-to-use visual tools, they are able to do more themselves with minimal IT involvement. Presto flips the typical 80/20 rule, letting the business do 80% of the work leaving the heavy lifting of security and governance to IT.
- **Pervasive** – Users can get their information no matter where they are or what technology they use. Presto delivers unchanged Apps and Dashboards to portals, smartphones and tablets, spreadsheets, and email.

Today Presto is helping organizations of every type, public and private, that have time-sensitive information needs and want to eliminate decisions based on incomplete, out-of-date, or simply inaccurate information.

### **About JackBe**

JackBe is the Real-Time Business Intelligence Company. JackBe's Presto is the fastest way for organizations to gain actionable Real-Time Intelligence to make smarter decisions faster, delivering immediate insight directly from live sources when and where organizations need them. For more information, visit <http://www.jackbe.com/>.

#### **Improving Manufacturing Operational Insight with JackBe Presto**

Qualcomm, an \$11 billion manufacturer of digital wireless telecommunications products, grew its organization very quickly, both organically and through acquisition. The result was a disparate, disconnected collection of production management portals that provided a patchwork view of their manufacturing efforts.

Qualcomm used JackBe's Real-Time Intelligence Solution, Presto, to provide a 360-degree view of all available chip manufacturing process data. The solution provides management with comprehensive 'App Dashboards' that unify and correlate all available manufacturing information, delivered through the existing portal architecture.

"...huge amounts of data [are] available to organizations, but it's not always clear how to make practical use of it. Tools like JackBe can help turn all this data into something end users can work with minimal support from IT."

*ReadWriteWeb,  
Nov 2010*

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