

Results-based Government with performance management software

Public Sector references

More than ever, performance and accountability are a matter of public record for government organizations. Agencies operate in an environment of intense public scrutiny and continuous budget pressure. Legislative scrutiny, public expectations of transparency, and demand for accountability and sound governance are all on the increase. So when decision-makers are looking to find answers, they ask three fundamental questions:

- How are we doing?
- Why?
- What should we be doing?

Cognos, an IBM company, enables agencies to answer these three critical questions. The core capabilities of performance management—scorecarding, reporting, analysis, budgeting, and planning—provide the information that lets you answer these questions in the best possible way.

You'll discover the value of tracking key performance indicators on an ongoing basis, and understand how obtaining a much clearer picture of program performance can help you increase financial accountability.

Cognos delivers a single platform that integrates the proven excellence and value of its scorecarding, business intelligence, and planning technologies. Our comprehensive vision for better performance drives all of our product innovation.

Performance management solution areas

These improvements are more than just theoretical. Government agencies in numerous countries are already reaping the concrete benefits of Cognos solutions and demonstrably adding value in many key areas, such as:

- **Social Services** – fraud detection, case management
- **Tax/Revenue** – risk management
- **Elementary Education** – student performance
- **Higher Education** – student lifecycle management, admissions performance

- **Healthcare** – patient wait times, resource utilization
- **Defence** – readiness, logistics
- **Public Safety** – crime analysis, responsiveness
- **Procurement** – supplier management
- **Human Capital Management** – workforce analytics, aging workforce
- **E-Government** – public portal

Why choose Cognos?

Leadership – Cognos is the world leader in business intelligence and a key solutions supplier for the public sector, including local, regional, and central governments. Cognos solutions have been tried, proven, and successfully deployed thousands of times worldwide in the public and private sector. Our world-renowned consulting services, training, and support can get you up and running quickly so that you can start reaping a return on your investment fast.

Solutions

Cognos has accumulated in-depth expertise in the public sector over more than a decade. Our solutions, best practices, and software help institutions limit project timescales, minimize project risk, and deliver faster ROI by exploiting the data and systems that are often already in place but are often left unused.

Services

Cognos Global Customer Services views each customer engagement as a partnership. To each partnership we bring the same consistent approach: a shared vision of success, clear accountability, leadership, and constructive dialogue. At the same time, we enhance your productivity, make your users more independent, and accelerate the process of knowledge transfer.

Support

Cognos supports the integrated performance management capabilities it places at your disposal with award-winning Global Customer Services. We consistently top the list for best software support and service innovation among customers and support professionals alike.

Partners

To better serve your needs, we maintain strong relationships with key application and integration partners, including IBM, Bearing Point, Norton, Palladium, and BSCol.

Discover how Cognos can give you a crucial competitive edge in the public sector. Visit our Public Sector Resource Center at www.cognos.com/gov

The Cognos Innovation Center for Performance Management is a forum and a valuable resource dedicated to the understanding, adoption, and implementation of proven performance management best practices and enabling technologies www.cognos.com/innovationcenter

Read what our customers say about the Cognos solution

Centre Hospitalier Universitaire Saint-Pierre

The Cognos solution allows us to analyze financial data effectively in order to create greater awareness and then act accordingly to improve our financial situation.

F. Cammaerts, IT Manager CHU Saint-Pierre, Brussels

Austrian Public Employment Service (AMS)

Now that we have our data together in one place, we're able to better serve our customers by helping them find gainful employment.

Herbert Böhm Member of AMS Board

City of Albuquerque

With the extranet site, the public can access information they need, when they need it. The result has been dramatic savings in expenditures and person-hours. More importantly, we are able to share information between departments, allowing us to work in a more coordinated fashion to ensure public safety.

Chris Framel, Systems Analyst, City of Albuquerque

MassHousing

MassHousing's Executive Information System (EIS), built with Cognos BI, represents a state-of-the-art solution to the management of information that is truly aligned with our mission and business strategy. Our staff became 'knowledge workers' who can now 'see the forest from the trees'. Also, the Agency and its constituents benefit from the provision of reliable, consistent information.

Frank Creedon Director of Corporate Planning and Administration MassHousing

ACOSS

Cognos applications are characterized by ease of implementation and quick user acceptance. These are two essential criteria for the success of our decision support project and therefore for our goal of extending analysis to new areas, including performance management and the optimisation of the service we provide to our clients.

Pierre Bisson IT Director within the ACOSS/URSSAF Organisation

Austrian Workers' Compensation Board (AUVA)

Cognos products enable us to create transparency in all areas of our business.

Mag. Beate Mayer Head of Statistics Department
Austrian Workers' Compensation Board (AUVA)

Federal Government Dept. of Public Health, Food Chain Safety and Environment

Business intelligence considerably enhanced overall transparency and accountability throughout our department, allowing us to stay within very narrow budget margins and to spend the taxpayer's money more wisely.

Georges Leenen Director of Management Budget & Management Control – Logistics, FOD VVVL

The Federal Ministry of Education, Science and Culture

Ultimately, it was the user-friendliness of the Cognos solutions and the scope of the analysis and application facilities that prompted us to decide in favour of this supplier.

Harald Gaugg, Section Manager Federal Ministry for Health and Women
Middletown Regional Hospital

With the Financial Data Repository and Cognos, staff can use real-time wage information based on actual clocked hours against actual month and actual volume. Accrual is no longer necessary for analysis. Kevin Murphy Chief Financial Officer Middletown Regional Hospital

Further References

- Air Education and Training Command
- Air Force Office of Special Investigations
- AMS – The Austrian Public Employment Service
- Australian Department of Finance & Administration
- Canadian Blood Services
- City of London
- City of Ottawa
- Colorado Dept. of Human Services
- Direction Générale des Impôts France
- Dutch Police
- Dutch Railways
- Forestry Commission UK
- German Army Logistics Command
- London Fire and Emergency Planning Authority
- Ministry of the Flemish Community
- Region Västra Götaland Sweden
- State of Ohio
- University of Toronto

About Cognos, an IBM company

Cognos, an IBM Company, is the world leader in business intelligence and performance management solutions. It provides world-class enterprise planning and BI software and services to help companies plan, understand and manage financial and operational performance. Cognos was acquired by IBM in February 2008. For more information, visit www.cognos.com.

For more Information

Visit the Cognos Web site at www.cognos.com

Request a Call

To request a call or ask a question, go to www.cognos.com/contactme. A Cognos representative will respond to your enquiry within two business days.