

# BENEFITS REALIZATION/ OUTCOME MANAGEMENT

Get the strategic project portfolio management capabilities you need, quickly and easily.

Every NH360 Accelerator is designed to be implemented quickly with a minimum amount of consulting or configuration. Leveraging best practices garnered from years of successful client engagements, these powerful Accelerators provide precisely the capabilities you need, without weeks or months of configuration.



## NH360® – Benefits Realization/Outcome Management Accelerator

Benefits realization management, sometimes referred to as outcome management, is critical to the success of your projects, products, portfolios and even your entire enterprise. NH360 Benefits Realization & Outcome Management Accelerator helps you define and communicate business strategy and track results across the enterprise.

Strategy Hub View Strategic Objectives

Strategic Objective ↑	Strategy L...	Perspective	Status	Organizati...	Start Date	End Date	Priority	Owner	Progress	Parent Stra...	Department
Be a customer-centric organization	Enterprise	Customer	Active		1/1/2020	12/31/2029	High	Gatis Ozolins	82%		
Grow high-level customer relationships	Business Unit	Customer	Active		1/1/2020	12/31/2021	High	Bonnie Kearne...	63%	Be a customer...	Marketing
Improve digital security of customer data	Business Unit	Customer	Completed		1/1/2020	6/15/2021	High	Paul Lenehan	100%	Be a customer...	IT
Foster corporate culture	Enterprise	Internal Proce...	Active		1/1/2021	12/31/2024	High	Paul Shakespe...	70%		
Create a high-performance corporate culture	Business Unit	Internal Proce...	Active		1/1/2021	12/31/2023	Medium	Adam Barr	70%	Foster corpor...	HR
Grow revenue from existing customers	Enterprise	Financial	Active		1/1/2020	12/31/2029	Medium	Garth Fort	22%		
Accelerate transformation initiatives in APAC	Business Unit	Financial	Cancelled		1/1/2020	12/31/2020	Low	Peter Brehm	12%	Grow revenue...	Sales
Sell new product lines to existing accounts	Business Unit	Customer	Active		1/1/2020	12/31/2025	High	Sara Davis	35%	Grow revenue...	Sales
Upsell premium SKUs	Business Unit	Customer	Active		1/1/2022	12/31/2024	High	Brent Davis	20%	Grow revenue...	Marketing
Grow revenue from new customers	Enterprise	Financial	Active		1/1/2020	12/31/2030	High	Sara Davis	32%		
Accelerate product innovation	Business Unit	Innovation an...	Active		1/1/2020	6/30/2022	High	Sara Davis	78%	Grow revenue...	IT
Increase APAC revenue	Business Unit	Financial	Draft		1/1/2025	12/31/2029	Medium	David Pelton	0%	Grow revenue...	Sales
Increase EMEA revenue	Business Unit	Financial	Active		1/1/2020	12/31/2024	Medium	Brian Perry	23%	Grow revenue...	Sales
Increase US revenue	Business Unit	Financial	Active		1/1/2020	12/31/2029	High	Willis Johnson	28%	Grow revenue...	Sales
Improve shareholder value	Enterprise	Financial	Active		1/1/2020	12/31/2025	High	Alex Simmons	43%		
Reduce costs	Enterprise	Financial	Active		1/1/2020	12/31/2030	Medium	Adam Barr	39%		
Improve operating quality and efficiency	Business Unit	Internal Proce...	Active		1/1/2020	12/31/2022	High	Hatim Aiad	48%	Reduce costs	Operations

# Key Features

Benefits Realization Management is essential for aligning all execution with strategy. This Accelerator makes it easy to derive all initiatives from strategy through a powerful hub that standardizes metrics & assesses and tracks performance across all initiatives.

Strategic Objective	Strategy L.	Perspective	Status	Organizational	Start Date	End Date	Priority	Owner	Progress	Parent Obj.	Department
Be a customer-centric organization	Customer	Customer	Active		1/1/2020	12/31/2023	High	Gita Opatov	100%		
Grow high-level customer relationships	Customer	Customer	Active		1/1/2020	12/31/2021	High	Bonnie Kearns	100%	Be a Customer	Marketing
Improve digital security of customer data	Customer	Customer	Active		1/1/2020	4/15/2021	High	Paul Lunan	100%	Be a Customer	IT
Foster corporate culture	Internal Proc.	Internal Proc.	Active		1/1/2021	12/31/2024	High	Paul Shanega	100%		
Create a high-performance corporate culture	Internal Proc.	Internal Proc.	Active		1/1/2021	12/31/2023	High	Adam Barr	100%	Foster corpo...	HR
Grow revenue from existing customers	Financial	Financial	Active		1/1/2020	12/31/2023	Medium	Garth Fort	100%		
Accelerate transformation initiatives in APAC	Financial	Financial	Active		1/1/2020	12/31/2023	Low	Peter Behm	100%	Grow revenue	Sales
Set new product line to existing amounts	Customer	Customer	Active		1/1/2020	12/31/2023	High	Sara Davis	100%	Grow revenue	Sales
Speed premium DCS	Customer	Customer	Active		1/1/2020	12/31/2023	High	Brent Davis	100%	Grow revenue	Marketing
Grow revenue from new customers	Financial	Financial	Active		1/1/2020	12/31/2023	High	Sara Davis	100%	Grow revenue	IT
Accelerate product innovation	Innovation an.	Innovation an.	Active		1/1/2020	12/31/2023	High	David Petri	100%	Grow revenue	IT
Increase APAC revenue	Financial	Financial	On Track		1/1/2020	12/31/2023	Medium	Sara Davis	100%	Grow revenue	Sales
Increase R&D revenue	Financial	Financial	On Track		1/1/2020	12/31/2024	Medium	Raj Roy	100%	Grow revenue	Sales
Increase I&D revenue	Financial	Financial	On Track		1/1/2020	12/31/2023	High	Wills Johnson	100%	Grow revenue	Sales
Improve shareholder value	Financial	Financial	On Track		1/1/2020	12/31/2023	High	Alex Semenov	100%	Grow revenue	Sales
Reduce costs	Financial	Financial	On Track		1/1/2020	12/31/2023	Medium	Adam Barr	100%		
Improve operating quality and efficiency	Internal Proc.	Internal Proc.	On Track		1/1/2020	12/31/2023	High	Helen Auld	100%	Reduce cost	Operations

## Provides a Powerful Hub for All Strategy

NH360's Benefits Realization Accelerator provides organizations with one centralized hub that helps them define and effectively communicate business strategy across the enterprise.

- Decompose strategy by managing a hierarchy of strategic objectives (enterprise, business unit, department, etc.)
- Set timelines for achieving each Strategic Objective.
- Assign priorities, ownership and segment all Strategic Objectives.
- Provide stakeholders with visibility into the real-time progress of each objective

Target	Forecast	Actuals	% Complete
\$1,700,000.00	\$1,510,000.00	\$1,510,000.00	89%

  

Royalty and Licensing Income	Outcome Status	Owner	Status Comments	Q1 2020	Q2 2020	Q3 2020	Q4 2020
Target				\$0.00	\$1,200,000.00	\$7,000,000.00	\$4,500,000.00
Forecast				\$2,700,000.00	\$2,950,000.00	\$2,400,000.00	\$2,700,000.00
Actuals				\$2,400,000.00	\$2,500,000.00	\$1,000,000.00	\$1,500,000.00

## Standardize Key Metrics and Set Targets

Establish and define the right financial & non-financial metrics for each strategy and set targets to ensure that outcomes can be measured.

- Define key financial and non-financial metrics associated with each Strategic Objective.
- Control which metrics drive the progress of each objective to completion
- Configure an appropriate measure for each metric
- Manage time-phased targets on a monthly, quarterly, or annual basis

Name	Owner	Capability	Department	Start Date	Finish Date	Strategic S.	Risk Score	Initiative B.	Project Bu.	Actual Cost
Improve Customer Profitability (2)										
Predictive Data Analytics	Bonnie Kearns	Finance	Finance	1/1/2020	12/31/2023	25	25	\$4,000,000		
Spending Analysis	Brent Davis	Operations	Operations	1/1/2020	4/15/2023	27	25	\$8,100,000		
Improve Customer Retention (3)										
Digital Security	Timothy Kim...	Client Services...	Finance	2/1/2021	3/10/2023	25	25	\$1,050,000		
Global Innovation	Adam Barr	Client Services...	IT	1/1/2020	2/15/2023	25	25	\$50,000,000	\$37,000,000	\$4,917,000
Social Enterprise	Amy Alberta	Client Services...	HR	1/1/2020	1/4/2023	27	27	\$12,000,000	\$2,300,552	\$629,840
Increase Investment in Transformation Initiatives (1)										
Environmental Training	Rubin Counts	Operations	Operations	1/1/2020	9/10/2023	25	25	\$2,765,000		
Increase Revenue from New Customers (2)										
AI Integration	Pavel Bandy	IT	IT	1/1/2020	7/10/2023	25	25	\$2,160,000	\$1,521,200	\$414,000
Vendor Quality Management	Christal Sp...	Operations	Operations	6/1/2020	2/11/2021	25	25	\$10,000,000		
Reduce Employee Turnover (2)										
HR Recruitment	Selena Jones	HR	HR	1/1/2020	1/4/2023	25	25	\$0,000,000		
Knowledge Sharing	Alexi Carrow	Marketing	Marketing	1/1/2020	6/10/2023	25	25	\$53,500,000		

## Derive All Initiatives Directly from Strategy

Quickly decompose strategy into the right initiatives needed to drive transformation, and assess portfolio sufficiency to ensure that outcome targets can be met or exceeded

- Create new initiatives and align them to your Strategic Objective.
- Understand the value of each initiative by forecasting their impact on one or more metrics
- Categorize and describe initiatives using configurable attributes
- Standardize scorecards to better prioritize all initiatives
- Define key milestones and manage inter-dependencies with other initiatives

