



the ultimate in financial control

## Tritorr products – Reporting BackOffice - RBO

### The business issue:

Most organisations these days use electronic systems to partially control their activities to a greater or lesser extent. Many organisations have moved over completely to so called Enterprise Resource Planning (ERP) systems which seek to control every facet of corporate life. These systems are not simply there for their own sake – they capture large amounts of information and store it in a most organised fashion. It is then available for retrieval, manipulation and presentation to those needing it.

Retrieval requires detailed knowledge of both the data elements themselves and the ability to write extraction programmes which work successfully. Furthermore once extracted, the data needs to be acceptably presented and thus a set of presentation skills (usually dedicated to the data extraction tool) are required.

Once the data has been extracted and made readable, it is required to be shipped around the organisation to those needing it and moreover, it may be that only certain individuals can see certain sections of the overall report; this is particularly onerous in a geographically disparate organisation.

In summary:

- § one or two users show an aptitude for writing these management information (MI) reports and presenting them acceptably - and these people may become referred to as power users;
- § the MI reports require careful distribution to ensure that only those entitled to see certain sections of the data are allowed to do so;
- § they may be required on a frequent basis (e.g. financial control reports may be needed on a monthly basis) and
- § audit may wish to know which individuals have read which report in order that they can be questioned about the subsequent actions taken.

These difficulties lead either to considerable resources being used to ensure the currency of the control reports or more likely, the abandonment of MI as a business requirement on the grounds that it is too expensive to produce – in other words a luxury rather than a business control necessity.

Worse, the organisation is left feeding the ever-hungry ERP system and getting little or no benefit for doing so; it is not surprising in these circumstances that local business process short-cuts develop, calling into question the validity of the ERP system itself.

### The RBO solution:

RBO combines the best of both worlds in terms of business financial control.

RBO supports the concept of the power user and uses their knowledge in terms of the data, the organisation and the programming language. However, RBO then takes the drudgery out of the repeated presentation and distribution of the information.

RBO works as follows;

- § the power user designs and validates the data extraction programme;
- § the power user ensures that only those entitled to see certain sections of the data may do so and
- § the power user arranges to “publish” the report.

The above are one-off actions which ensure that the information being distributed is accurate and presented in an understandable manner.

At a suitable time as dictated by the process, an administrator will run the report, saving the latest output in a special folder.

RBO will;

- § recognise automatically that the data has changed;
- § retain the latest version of the data in readiness for consultation;
- § ensure that only those who need to see the data are admitted;
- § ensure that each section of the data is visible only to those persons approved to view it and
- § automatically log a read receipt which in effect acknowledges that this specific employee viewed their report (at the specific date/time).

The benefit of RBO lies in the fact that the report is set up once, by the correct person, but thereafter an administrator can refresh 'in a couple of clicks' and RBO will then take over the distribution task.

The refresh/distribution of the MI is instantly achievable – the data-refreshment action could even be handled by a PC or a Server on a regular basis were this required, turning the data refresh into a completely automatic process.

#### Notes on the RBO solution:

One of our client reports that this (fictitious) illustration proved a useful aid to understanding.

- § an organisation runs an ERP system that captures their sales;
- § they are organised in regions – north, south, east and west;
- § their power user has designed, published and scheduled a month-end sales report;
- § at month end the sales report is run automatically;
- § the data is refreshed;
- § RBO automatically recognises the data refreshment;
- § RBO automatically stores the data as the latest version;
- § the head of sales is entitled to see the entire report including the totals whereas the regional team see only the data pertaining to their region;
- § RBO governs access to the data such that the head of sales sees the entire data set whereas a member of the regional team may see a sub-set of the data pertaining to their region.

It follows that RBO offers total control down to the levels of groups of people or to the individual person level if required.

RBO completely removes the distribution task at the same time ensuring audit reporting at the detailed level – in short: control.

For further information on CBO or to arrange a demonstration, please contact;

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