

# Results

MANAGEMENT SYSTEM™  
& SOFTWARE

Actionable insights to help  
you achieve strategic and  
operational excellence



The Complete AI Solution for Achieving  
Results-Driven Organizations

**MassIngenuity**®

Enterprise Performance Management

[www.massingenuity.com](http://www.massingenuity.com)

"This is the most  
common sense  
approach I have ever  
seen to management."

# Enterprise Performance Management

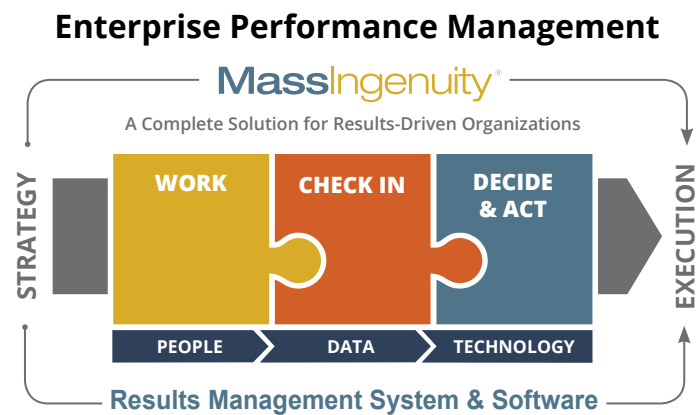
## Strategy to Execution

**MASS INGENUITY IS DEDICATED** to enterprise performance management. We optimize your “strategy to execution” journey by delivering visibility to all organizational components through a closed-loop feedback system.

Our SaaS Results Management System™ and Software is a comprehensive, integrated, and outcome-based performance management solution that drives operational and strategic excellence.

Proven to transform organizational culture and outcomes, the Results Management System and Software is rooted in these world-class disciplines:

- Lean philosophy and tools
- Leadership and management best practices
- Organization development
- Employee engagement
- Change management
- Performance measures
- Fully integrated SaaS solution operating on the Microsoft® Azure® cloud computing platform



### TYPICAL CUSTOMER RESULTS

The Results Management System and Software delivers tangible paybacks.



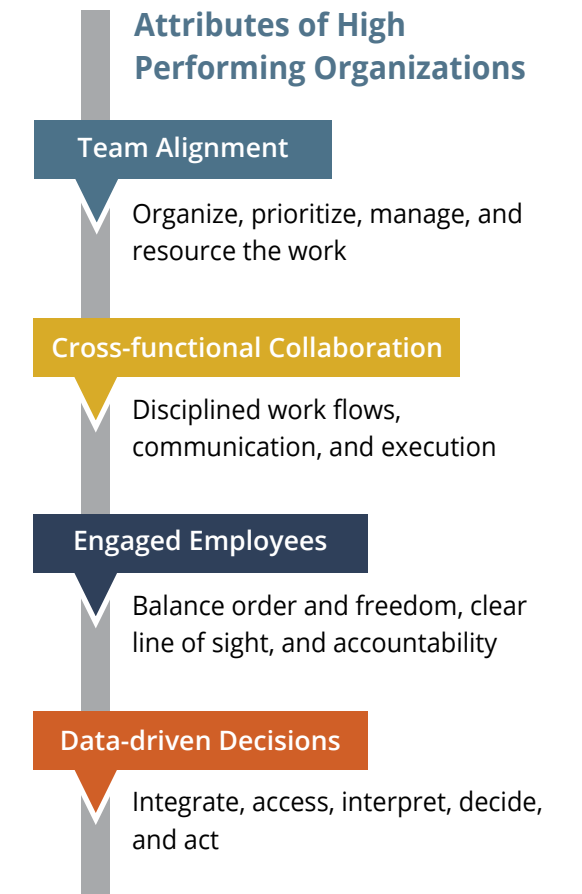
## The “Strategy to Execution” Journey

**EVERY ORGANIZATION** is on a “Strategy to Execution” journey. Along their journey, every private sector, health care, and government organization faces significant challenges.

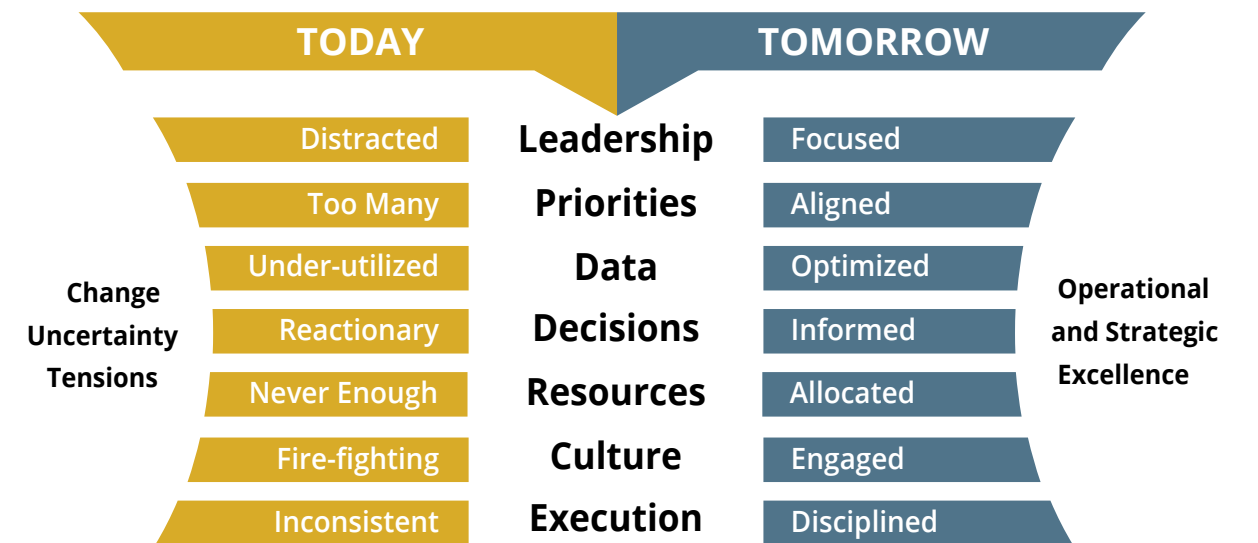
Specifically, it is never easy to navigate the challenges of ever-changing economic conditions, regulatory complexities, technological changes, and growing customer demands. All of this, while dealing with internal constraints and tensions, such as finite resources, competing priorities, and employee engagement needs.

How does Mass Ingenuity move your organization through the change, uncertainty, and tensions of “Today” to the brighter future of “Tomorrow?” As our clients know, the answer is the Results Management System and Software, which is a proven game changer. Their strategies and overall performance have been optimized to meet service delivery needs.

The proof is when your customers immediately see the difference!



### Strategy to Execution



# Results

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## Enterprise Performance Management Strategy to Execution

### Fundamentals

#### Eliminate Waste in the Routine Work

- Break down functional silos
- Create clear ownership and accountability
- Connect every employee to outcomes

### Breakthroughs

#### Effectively Manage the Initiatives

- Translate strategic plan into initiatives
- Effectively plan strategic and tactical initiatives
- Manage/monitor and adjust projects

### Dashboards & Business Reviews

#### Surface Primary Constraints to Goals

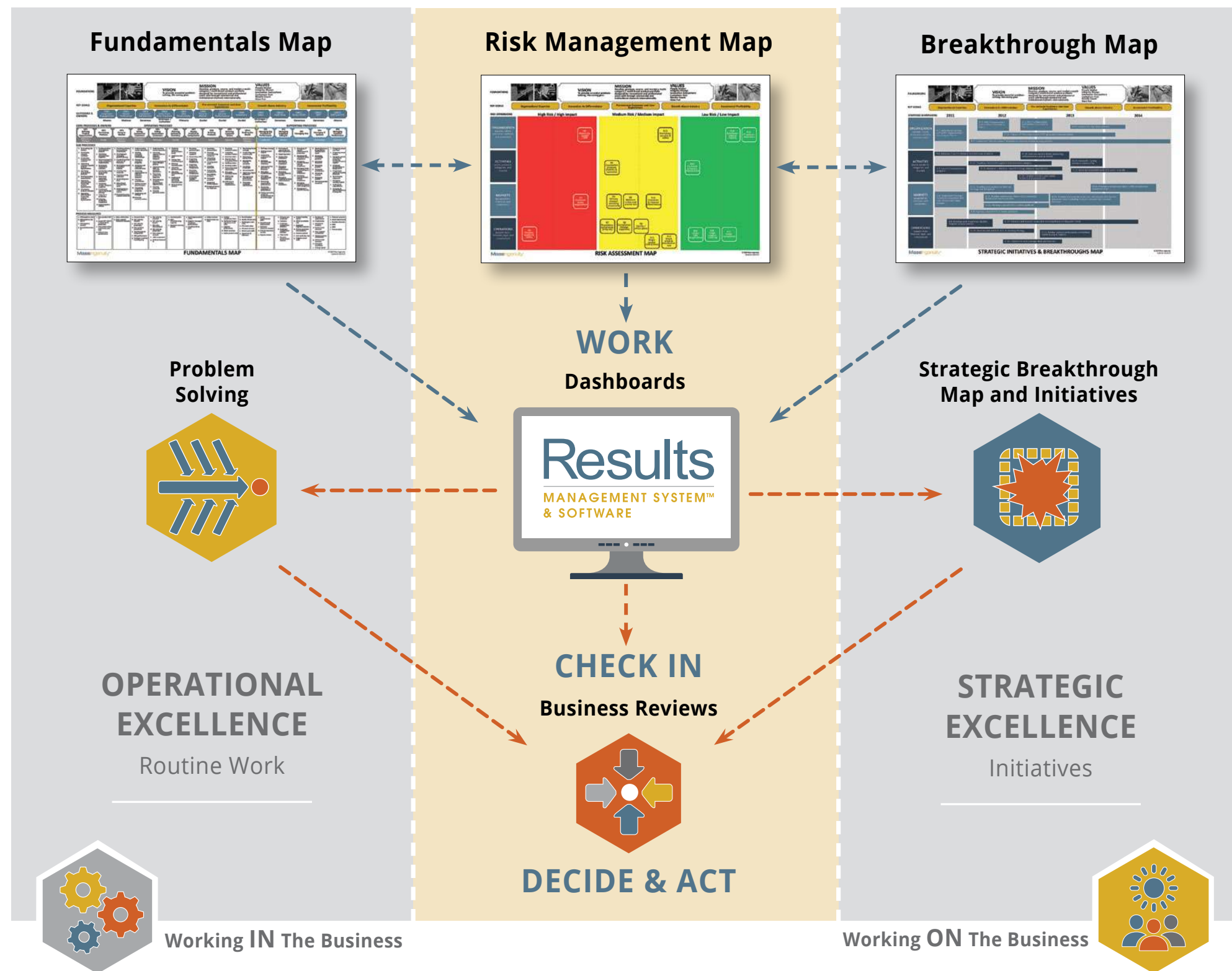
- Implement disciplined business reviews on your operations and strategic plan
- Conduct data-based assessments of your progress
- Align on where there is more to be done

### Problem Solving

#### Identify and Eliminate Root Causes of Waste

- Focus improvement on primary constraints
- Leverage a common process improvement methodology to enhance collaboration
- Hold the gains

## Change Management



# Results Software: Data Maturity

## From Instinct to Optimized

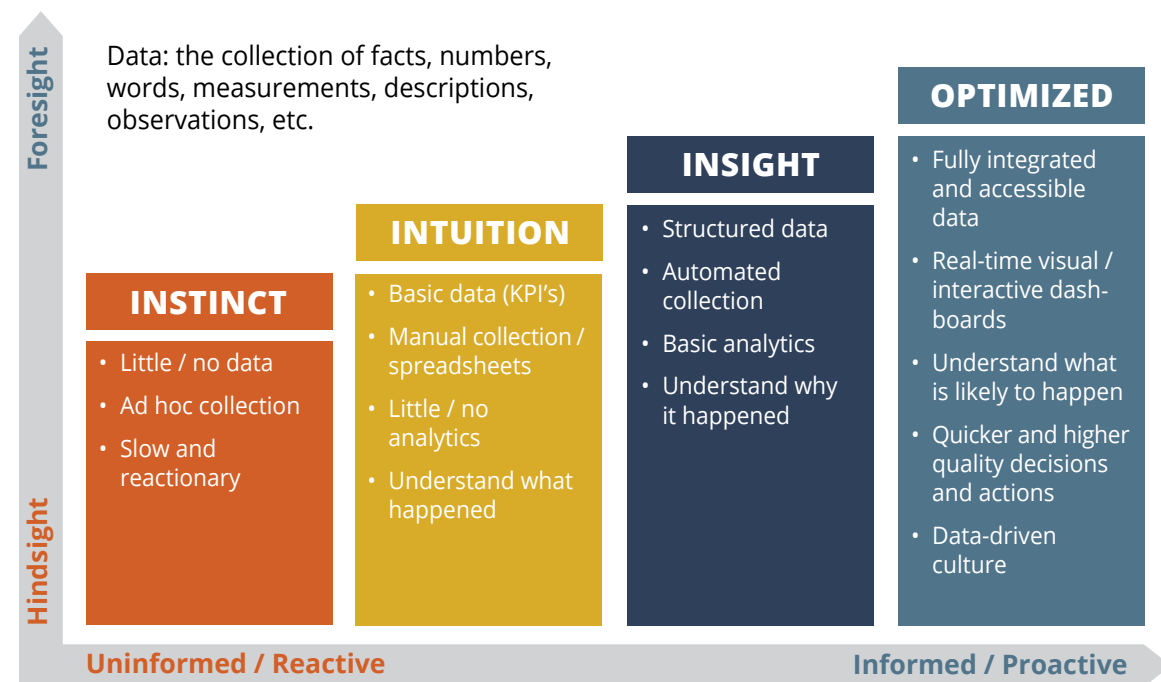
**RESULTS SOFTWARE ENABLES** organizations' data maturity journey from "instinct" to a fully "optimized" state for better and faster decisions and actions.

Most organizations have data. They have lots of data, but more time is spent searching for and collecting data, than is spent on analyzing, interpreting, and acting upon their data. But organizations often find themselves relying on excel and various spreadsheets and as a result never reach a stage of optimizing their data. Executive teams know what happen and when it happen, but often are still trying to understand the why. Why initiatives are struggling

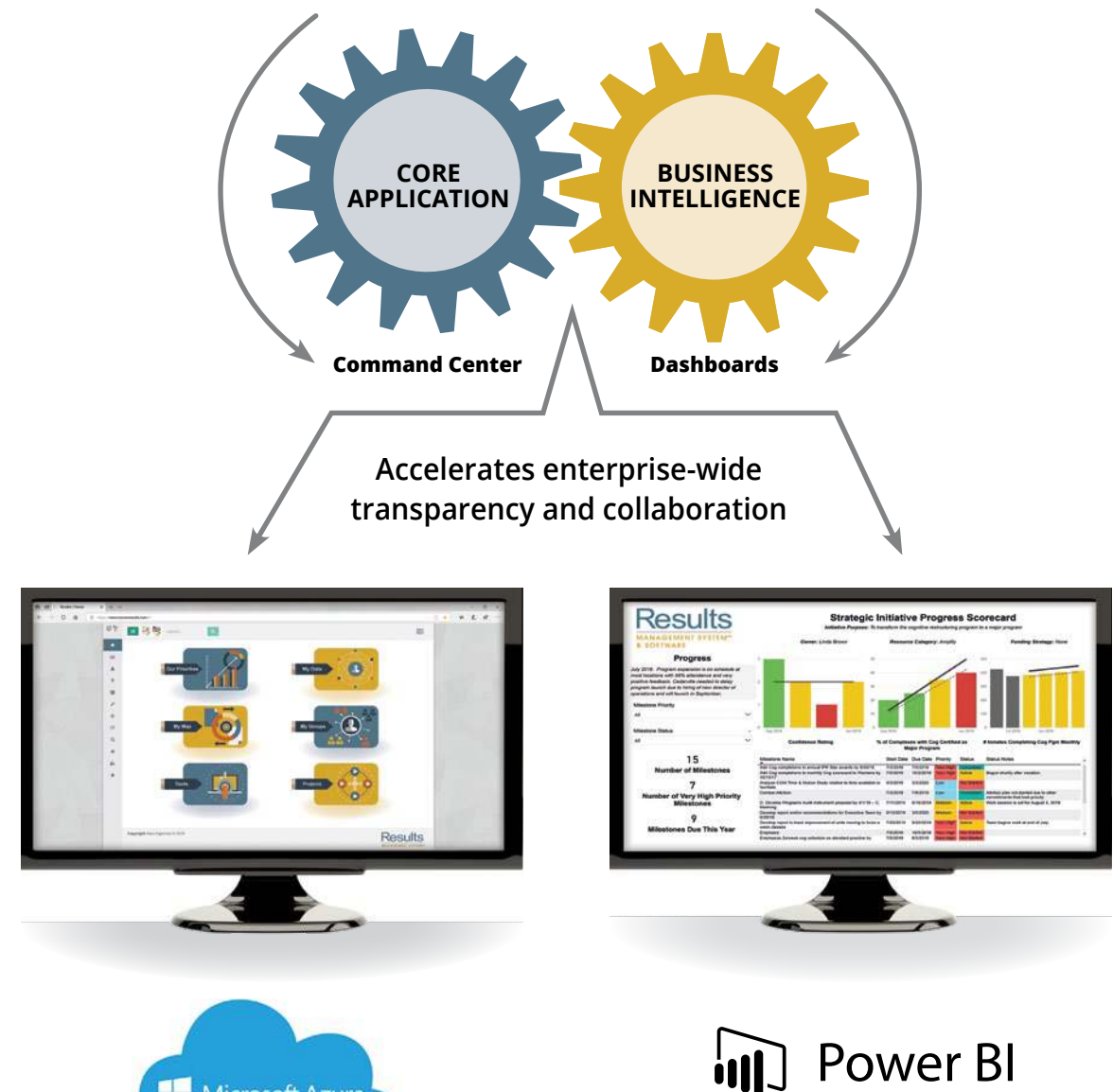
and why margins or operational numbers are off target. Without getting to an optimizing stage of data maturity it is often a struggle to achieve your desired organizational goals.

The ultimate goal is to fully integrate and utilize the data to shift the decision-making paradigm from slow to uniformed / reactive to fast / informed to proactive. Decisions that can be made in hours are much more valuable than decisions that take days and weeks.

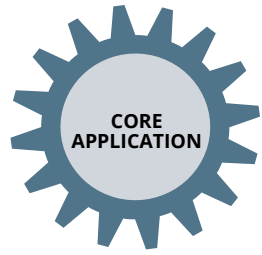
### Data Maturity: From Instinct to Optimized



## Results Software: Two Key Engines



- Results Software is "management system agnostic"
- It's U/I and U/X design, interaction, and navigation is intuitive and responsive
- From an IT-support standpoint, the software is highly configurable, requires only a couple of hours of Active Directory work, and is ready to "go live" in a few days
- Power BI integrates and optimizes data from multiple sources, generating a host of interactive and visual dashboards that allow the data to "come to life"



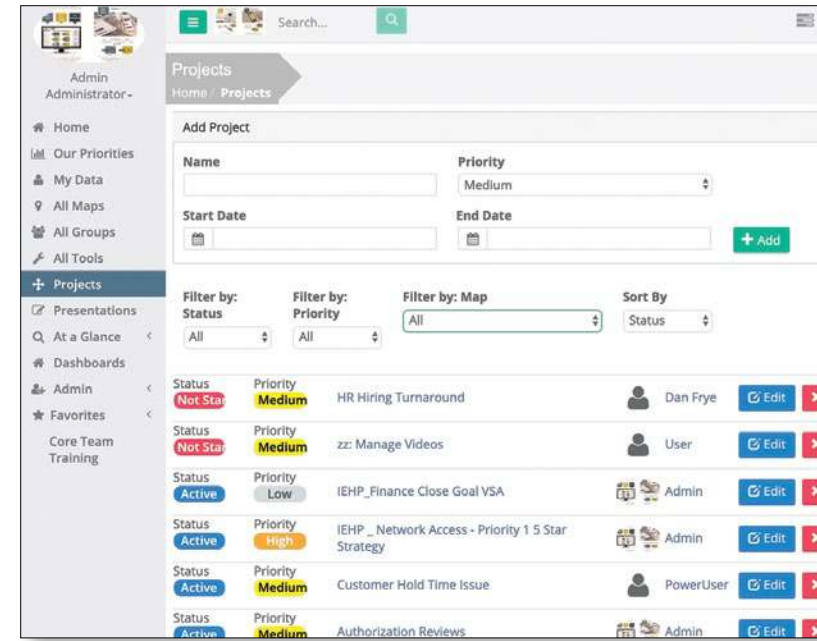
# Core Application Command Center

## ORGANIZATIONAL BENEFITS

- Centralize, organize, and prioritize the work
- Align individuals, teams, and organization
- Measure the work with key metrics (green, yellow, red)
- Enhance communication up / down / across

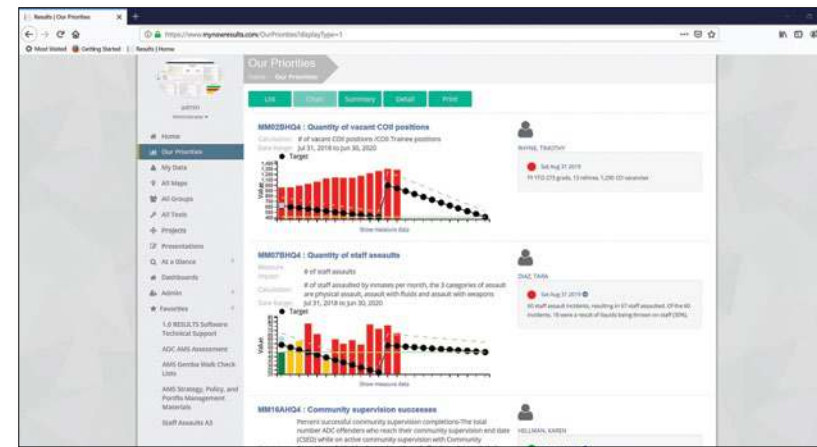
## ORGANIZATIONAL IMPACT

- Improve line-of-sight and accountability
- Leverage "technology" as a tool for employee efficiency and work satisfaction
- Support flexible work environment
- Improve employee engagement



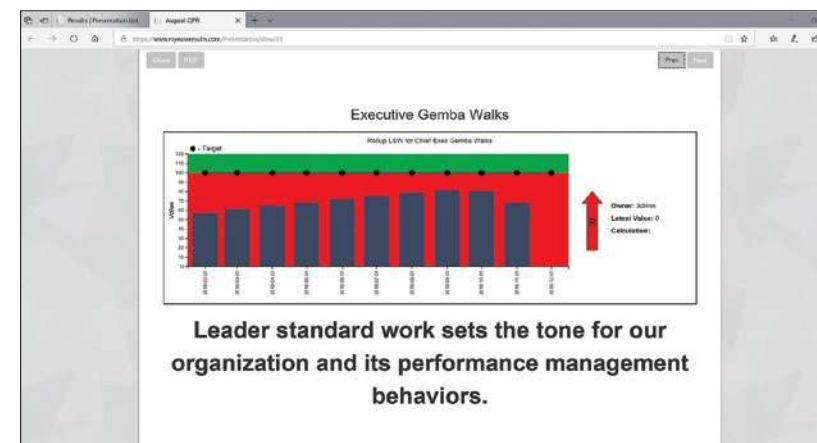
Projects List View

Landing page that gives you and your employees a space to collaborate on process improvement and strategic initiative efforts



Presentation Measure Review

Sample of the reports your teams can produce to provide the details behind the data

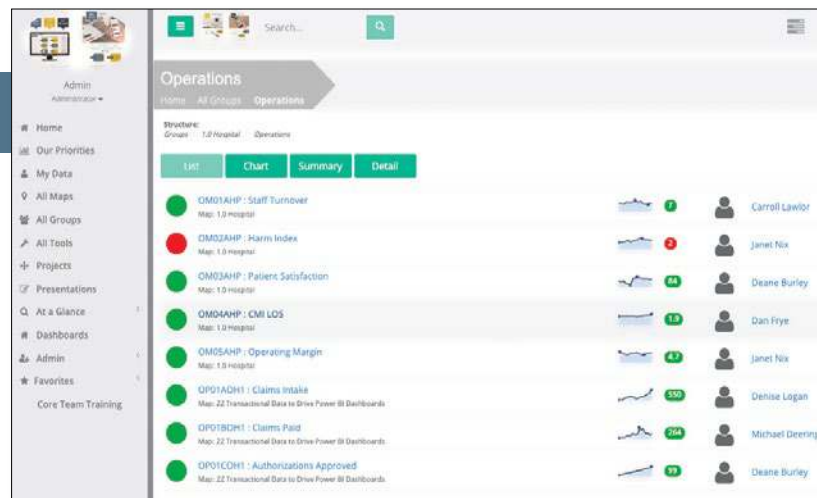


Measures Small Chart View

Running chart list of the performance of your measures

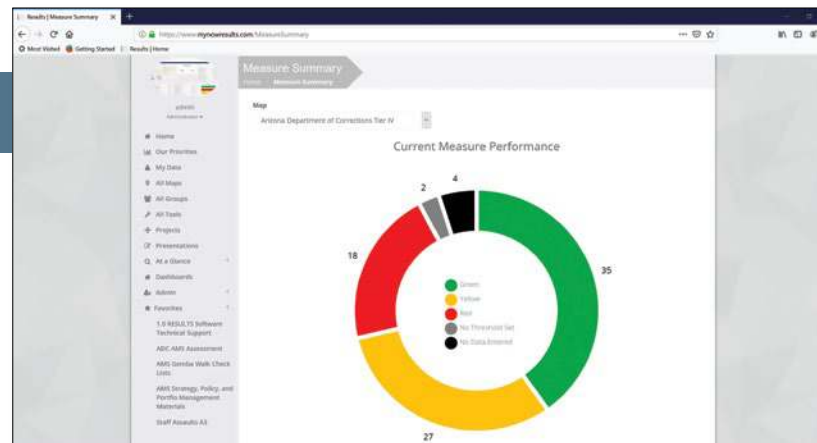
Measures List View

30,000-foot view of the measure performance and who is the owner for each measure



Measures Summary

Dashboard view of how much success we are having and how much corrective action is needed





# Business Intelligence

## Dashboards

### ORGANIZATIONAL BENEFITS

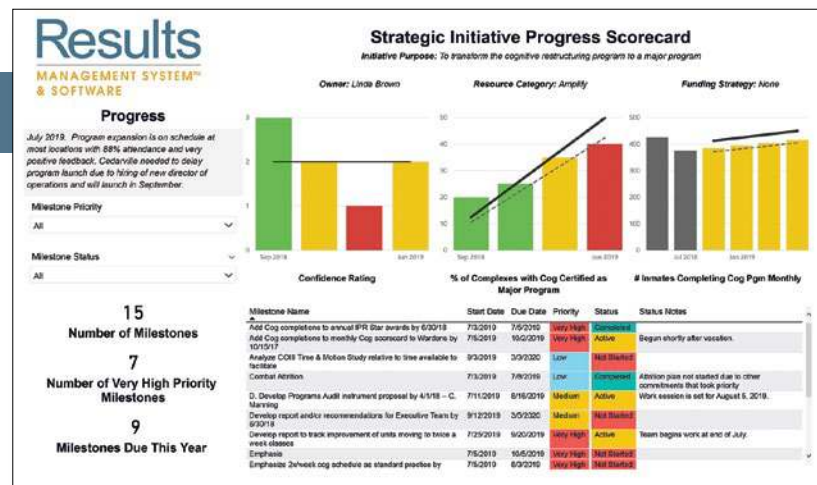
- Integrate all data sources
- Develop interactive and advanced analytics (sort, filter, and drill-down)
- Cascade and aggregate results
- Gain deeper insight into trends and patterns
- Achieve faster high-quality decisions

### ORGANIZATIONAL IMPACT

- Build data-driven culture
- Leverage technology as a tool for employee efficiency and work satisfaction
- Improve employee engagement
- Achieve execution excellence

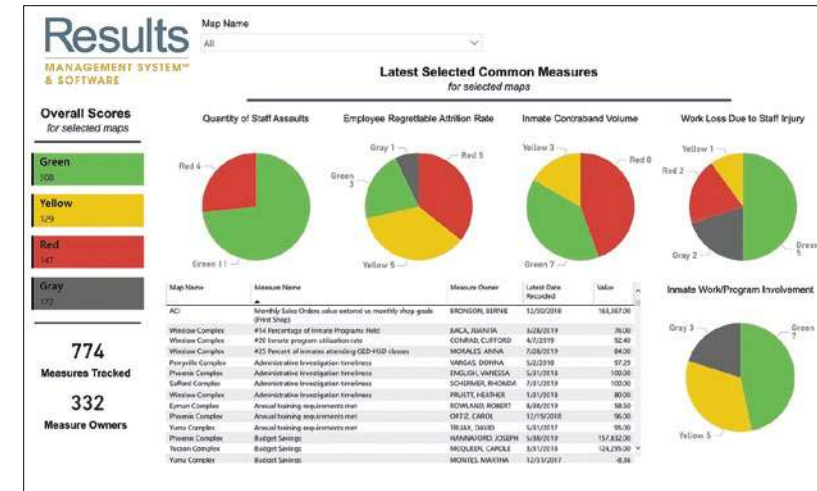
### Strategic Plan Dashboard

Summary of Strategic Initiative work and if it is producing the desired outcomes



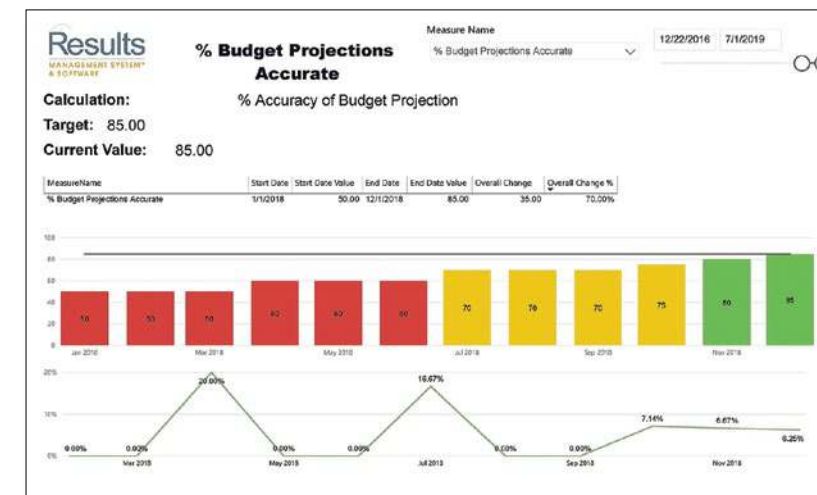
### Operations Dashboard

Daily insights on the critical processes that are most important for your operations



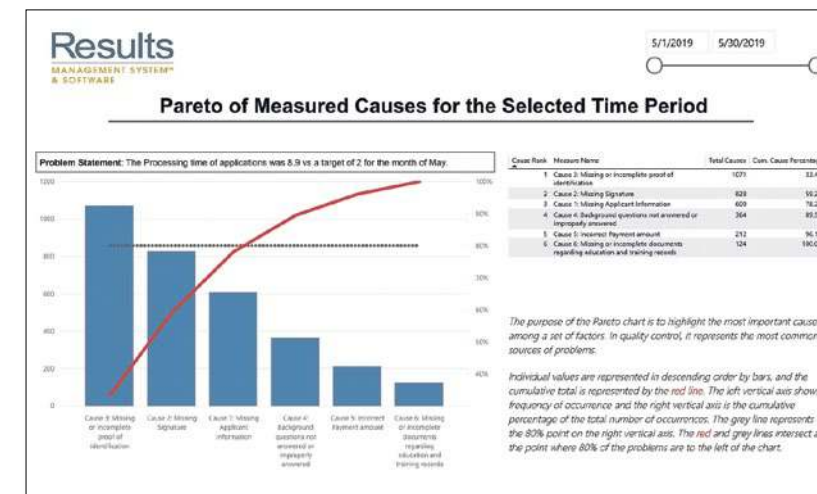
### Measure Review Dashboard

Learn how divisions are performing on the same set of key performance measures



### Measure Drill-down Dashboard

Drill down on variances you are seeing on the output of your processes



### Problem Solving Dashboard

Analysis of the root cause(s) of underperforming process of your organizations

# Results Software

## Actionable Insights

**RESULTS SOFTWARE IS YOUR CATALYST** to faster and better quality “actionable insights.” Your organization moves to having a data-driven culture at every layer. Time is not wasted hunting for current information so the work can focus on improvements and clearing road-blocks. As silos break down, employees become engaged as they understand their contribution to your strategic goals and have an easy way to collaborate and communicate on the most important priorities.



## Enterprise Performance Management



# Results Software

## Application Connectivity and Technology Stack



“Results Software met all of our requirements. It provides additional tools such as project management and document management. It is a flexible approach to creating and sharing great visual dashboards.”

## Technology Stack

Portal Services	External and Public Facing Web Interfaces	Optimized use of the Microsoft® stack in a safe, secure, and compliant environment.
Reporting and Presentation	Power BI, Connected Applications and other Tools	
Data Warehouse	Results Software DW/s, Files and other Databases	
Azure SQL Application	Results Software Core Application for Performance Management	
Data Sources	Manual, Files, and Systems	
Cloud Platform and Infrastructure	Microsoft Azure Cloud Platform Services	

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## Value-Added Services

**COMPLIMENTING MASS INGENUITY'S** Results Software, is a portfolio of Value-Added Services. This portfolio includes a comprehensive and integrated set of organization development tools, methods, and best practices that further accelerate your "strategy to execution" journey.



"We have now proven without a doubt that we are capable of identifying our most critical constraints and initiating data-based action to remove those constraints in a short period of time."



## Our Clients

### COMMERCIAL

Gerber  
Kaiser Permanente  
Legacy Health  
Nautilus Inc.  
Nike  
Pacific Foods  
Pacess Supply Chain Solutions  
Permanente Dental Associates  
PH Tech  
Samaritan Health Plans  
Tripwire  
The Partners Group

### ADMINISTRATION

Arizona Government Transformation Office  
Arizona Registrar of Contractors  
Arizona State Government Office  
Michigan Office of Good Government  
Oregon Department of Administrative Services  
Oregon Department of Human Services  
Oregon Department of Justice  
Oregon Secretary of State  
Pennsylvania Office of Performance Through Excellence  
Results Washington  
Tennessee Department of Human Resources  
Washington Department of Enterprise Services  
Washington Department of Licensing  
Washington State Governor's Office / Results Washington

### CORRECTIONS

Arizona Department of Corrections  
Oregon Corrections Enterprises  
Oregon Department of Corrections  
Oregon Youth Authority  
Oregon Board of Parole and Post-Prison Supervision  
Washington Department of Corrections

### EDUCATION

Arizona School Facilities Board  
Oregon Department of Education  
Oregon Department of Education (Early Learning Division)  
Oregon Education Investment Board

### FINANCIAL

Arizona Department of Commerce  
Oregon Consumer and Business Services  
Oregon Public Employees Retirement System  
Oregon State Treasury  
Washington Department of Commerce  
Washington Department of Retirement Systems  
Washington Employment Security Department

### HEALTH CARE

Arizona Department of Health Services  
Arizona Health Care Cost Containment System

Legacy Health  
Oregon Commission for the Blind  
Oregon Department of County Human Service  
Oregon Health Care Authority  
Oregon State Hospital  
Permanente Dental Association  
Samaritan Health Plans  
Washington Department of Social and Health Services  
Washington Health Care Authority

### LOTTERY

Oregon State Lottery Commission  
Washington State Gambling Commission  
Washington State Lottery Commission

### NATURAL RESOURCES

Arizona Game and Fish Department  
Oregon Department of Environmental Quality  
Oregon Department of Fish & Wildlife  
Oregon Department of Land Conservation  
Massachusetts Department of Environmental Protection

### TRANSPORTATION

Oregon Department of Transportation  
Washington State Ferries  
Washington Utilities & Transportation Commission  
Washington State Transit Association



# Jumpstart Your Strategy to Execution Actionable Insights

Request our complimentary Enterprise Performance Management Assessment and Actionable Insights Report

1. **Simply go to the link below and complete the 15-minute online assessment\***  
[www.massingenuity.com/actionableinsights](http://www.massingenuity.com/actionableinsights)
2. **Invite others in your organization to take the assessment\***
3. **Schedule your 45-minute “Actionable Insights Report” debrief with a Mass Ingenuity Senior Consultant**

\*All assessment data and comments are anonymous



Read more about the Results Management System™ and Software by going to [www.massingenuity.com](http://www.massingenuity.com)

Included on this website are client case studies and results and a list of our customers

“Working with Mass Ingenuity has been one of the most productive consulting partnerships of my career. Working with Mass Ingenuity is contagious.”

- DOROTHY TEETER, *Washington HCA Director and Senior Policy Advisor for the Center for Medicare and Medicaid Innovation (Retired)*

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