Are you ready to use your business intelligence and business activity monitoring in real time to...

...get critical decision-making information to the right people at the right time?

...build scorecards & business dashboards?

...unify information cohesively from all relevant enterprise data sources?

...see drill-down detail on demand?

...understand the impact of key real-time metrics within the context of your business?

...monitor remote sites including outsourced operations?

Transforming business intelligence into actionable information in real time.
Your Business, At-a-Glance, in Real Time

It’s Your Critical Information – View it Exactly as You Please

The Vista Editor lets you design any number of business dashboard screens. Vista’s pre-configured data collectors give you the building blocks that allow you to build your own big picture of your operations, with the option to design multiple “layers” of information. To help you improve productivity, Symon also includes “Steps to Success” – a built-in guide to industry best practices.

With custom views designed, you can “set it and forget it,” or simply adjust your views as needed. To thrive in today’s business world, agility is critical; Vista gives you the power to maintain productivity, even when change is a constant.
For executives and business-line managers who require real-time information to monitor operations and make decisions, Symon Vista™ is a highly customizable browser-based application that provides the ultimate level of visibility into their operations using familiar, instantly understood visuals for key performance indicators (or KPI’s). Unlike existing reporting systems or business “dashboard” solutions, Vista delivers vendor-independent tools to collect, unify, and display data from an array of systems, transforming it all into meaningful, actionable information.

Information in Your Context
Vista gives any organization the power to view performance information perfectly tailored and presented in such a way that it immediately makes sense in the context of their own unique performance standards, business objectives, and even in the context of governmental compliance if needed — all at exactly the level of detail needed for any role within an organization’s management hierarchy. Everybody can see the information they require to make smarter business decisions.

Focused on Productivity
Vista’s focus is on organizational or departmental productivity as a whole, not strictly financials or human resources. Vista collects and makes sense of more types of data than other solutions, and provides an always-on real-time view of the big picture of operational performance, not a narrow, limited subset.

Browser-Based, No Limitations
Many business intelligence solutions are provided as proprietary desktop applications, with some offering browser-based access, but with a very limited feature set. Vista delivers everything via the browser, making it more accessible to more users, and making it possible to access information from practically anywhere, using practically any device capable of displaying internet content.

Active, Always-On Interface
Vista’s power is based on the “push” and not “pull” technology provided by the Symon Enterprise Server, meaning that users are presented with up-to-the-second information, fed continually and automatically to Vista’s presentation layer. There’s never a need to “refresh” to see what’s going on right now.

Easy to Use, Easier to Understand
Many products designed to deliver business intelligence can be overwhelming and confusing, and ultimately, ineffective for real world decision-making. Vista’s navigation is web-site simple, and procedural knowledge is already embedded in the application. In other words, Vista is “smart” about the business it monitors, making it exceedingly simple to interpret the information it presents.

Drill-Down Intelligence
With Vista, it’s easy to create multi-level visibility into any of the visual performance indicators on the screen. A simple double click can present managers with a more detailed picture “behind the scenes” of any given metric for more detailed intelligence and smarter decision-making.

Row-Level Security
Vista is designed to provide secure access to information based on users’ roles or identity. Team leaders can view their team’s performance data, and perhaps compare with fellow teams’ performance, while departmental managers can see an even more detailed view of each team’s performance data, and even drill down to agent-level detail within any team.
**Designed for Integration**

Unlike many business information tools, Vista is not proprietary, so you can maximize existing investments, and perhaps more importantly, remain free to choose future best-of-breed technologies in your IT and/or telecom infrastructure. With Vista, locations, teams and/or systems that may have been isolated technologically in the past can now present information to managers cohesively. Since Vista delivers information via browser, the user can be located anywhere from which their organization’s policy allows them access. Data can also be shared with partners via extranets.

**Improve Operational Performance**

Vista can unite workforce management (WFM) with performance management, improving operational responsiveness and efficiency. Symon Vista ensures that teams’ and each individual’s activities align with management directives, while Symon’s alerting and messaging products enable businesses to manage the dynamics of operations in real-time.

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**Symon Communications Real-Time Solutions Architecture**

- **Data Sources**
  - WFM (Work Force Management) Systems
  - Web Servers, e-Commerce Transaction Systems
  - Help Desk Systems
  - ERP (Enterprise Resource Planning)
  - Internet Data Sources
- **Data Assembly, Prioritization, Business Logic, & Distribution**
- **Graphical Presentation to Executives & Staff, plus Workforce Management**

Symon Vista is the executive dashboard and agent scorecard solution for real-time productivity monitoring and enhancement. With Symon’s real-time vendor-independent middleware architecture, you’ve got the power to deliver the right information to the right people at the right time.

**Multiple Data Sources, One View**

With pre-built data collectors for an easy and rapid setup, Vista has easy access to all the data that Symon Enterprise Server (SES) collects and distributes. SES offers a vast array of data collectors for enterprise systems, data centers, help desks, and contact centers. A modular design allows Vista to be effective in just about any existing technology infrastructure, and provides the ultimate in flexibility for the future.

**Best Practices in Action**

Vista gives you the power to “layer” best practices in applications on a shared real-time infrastructure. Costs can be reduced by leveraging Symon’s real-time middleware (Symon Enterprise Server, or SES) among many applications, such as Vista for performance management, Symon Community™ for workforce management, and a variety of other modular Symon solutions for alerting and messaging.

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**Symon Vista System Requirements**

<table>
<thead>
<tr>
<th>Symon Enterprise Server (SES) Series III</th>
<th>Web Browser Clients</th>
<th>Vista Editor Client Component</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web Server Component:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• WebDAV-enabled Web Server</td>
<td>• Java-enabled browser (HTTP 1.1)</td>
<td>• Windows 2000, SP 2</td>
</tr>
<tr>
<td>• Windows® 2000, IIS 5, Windows XP IIS</td>
<td>• IE 5.5 (IE 6.0 recommended)</td>
<td>• Windows XP, SP1, DAV</td>
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<tr>
<td></td>
<td>• Sun® Java® Runtime Environments (JRE) 1.4.2-01</td>
<td>• IE 6.0</td>
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