

My Citizen Centricity

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Governments, like businesses, need timely and accurate financial information to monitor and manage their performance. To provide public services at the highest levels, key decision makers need a clear overview of the challenges and processes in order to meet the planned goals.

My Citizen Centricity provides accurate cost and performance information to bring transparency to the management of a comprehensive portfolio of public services. It is a complete and customized technology solution that offers support, training and technical consulting, in addition to having implementation accelerators that stand out for the sector-specific activity dictionary, with all the pro-

cesses and reports that are essential for a granular analysis of the business's costs and profitability.

What is it?

My Citizen Centricity is a solution that can use cost assessment and definition models to analyze the performance in various scenarios in order to better execute the services provided in states and cities.

Who is it intended for?

Solution focused on the public service sector for governments, municipalities, emergency services, health care, parks and recreation, museums, transport, water, electricity, among others.

Benefits

- Managerial consolidation of sophisticated analysis;
- Analysis of complex simulation scenarios in several periods and versions based on process and activity analysis;
- Access to real-time data, providing an immediate overview of the current situation;
- Collection of performance measures and interrelationships of tasks and initiatives;
- Deep understanding of all processes and services improving the level of service to citizens.

The screenshot displays the 'Cost Object Module' interface. It features a tree view on the left for 'Cost Objects' and a main table with columns: Name, Calculated Cost, User Output Quantity, Unit Cost, Driver Name, and Driver Quantity. The table lists various services and their associated costs and quantities.

Name	Calculated Cost	User Output Quantity	Unit Cost	Driver Name	Driver Quantity
Cost Objects	\$1,205,281.73				
Services	\$1,103,631.94				
Police & Safety	\$490,309.63				
Community & Human Service	\$168,215.36	25,718.00	\$6.54		
Respond Requests	\$17,576.88		\$0.68	# of hours	358.00
Corrective Maintenance	\$17,395.45		\$0.68	# of solicitations	94.00
3rd party employee	\$36,735.70		\$0.65	\$ 3rd. party employee	1.00
Perform Planning	\$10,064.88		\$0.43	# of hours	154.00
Perform Process Control	\$9,943.10		\$0.39	# of hours	143.00
Promotional Marketing	\$8,091.33		\$0.31	# of advertisement hours	188.00
Quality Assurance	\$7,253.97		\$0.28	# of hours	128.00
Institutional Marketing	\$6,802.99		\$0.26	# of hours	163.00
Fix Equipments	\$6,551.44		\$0.25	# of request	85.00
Respond Calls	\$6,481.68		\$0.25	# of respond calls	247.00
Preventive Maintenance	\$6,421.81		\$0.25	# of hours	251.00
Materials	\$6,419.21		\$0.25	# materials	0.16
Material Control	\$6,353.39		\$0.25	# of hours	3,652.00
Prepare Requirements	\$5,940.22		\$0.23	# of hours	198.00
Deliver Materials	\$5,846.69		\$0.23	Cubic Volume	358.00
Store Materials	\$4,844.32		\$0.19	Square Meters	263.00
Market Research	\$4,769.02		\$0.19	# of investigation hours	182.00
Receive Suggestions	\$4,342.85		\$0.17	# of hours	168.00
Inventory Control	\$3,804.33		\$0.15	Square Meters	120.00
Used Funds	\$3,578.19		\$0.14	Cubic Volume	294.00
Visit Districts	\$3,555.34		\$0.14	# of development hours	155.00
Classifying Materials	\$2,552.00		\$0.10	# of hours	140.00

Process

The **My Citizen Centricity** solution allows for a better alignment of execution and greater organizational agility, while also supporting improved, fact-based decision-making that drives the progress of strategic policy goals. We can help you improve the alignment of executions and obtain greater organizational agility with enhanced, fact-based decision-making that drives the progress of strategic policy goals.

Challenges

The challenge is to define a process that includes a new activity dictionary, trackers and cost objects so that all areas of the company obtain the information needed for decision-making, emphasizing traceability from beginning to end of the entire process.

The cost models are developed at the corporate level, as required by regulatory agencies, for each business unit and specific model.

"As a consultant at Deloitte, I participated in the ABC cost implementation project in an organization in Barranquilla, Colombia. In this project we chose the MyABC tool, which was superior to the tools we analyzed in relation to response time, flexibility, cost and easy commercial aspects. The project results were as expected in terms of time and exceeded in terms of being user-friendly and the type of information that the client hoped for."

Jorge Mario Hurtado

Clients who can prove the efficiency of this solution:



Cost, Profit and Performance Management **myABC**

Advanced Analysis Home Views

OLAP/SQL View

OLAP/SQL View Name: 4. Cost Objects x Resources

Type of Service Regions Cost Centers Market Fixed / Variable Period Scenario Src Driver Name

Service	District	Manpower	Paper	Telecom	Rent	Others	Electricity	Water	Depreciation
Family Court	District1	66,032.36	13,533.06	10,746.59	4,937.34	4,396.38	2,222.75	1,793.07	1,557.53
	District2	40,276.34	8,306.86	6,595.86	3,024.48	2,685.03	1,360.38	1,096.58	953.36
	District3	72,335.19	14,153.16	11,237.97	5,260.65	4,675.16	2,351.86	1,921.88	1,671.98
	District4	58,586.80	11,598.35	9,309.38	4,280.12	3,812.38	1,916.92	1,565.12	1,358.39
Family Court Total		237,283.68	47,591.43	37,788.80	17,542.39	15,559.44	7,851.91	6,376.64	5,539.26
Emergency Management	District1	60,725.81	8,339.93	7,313.03	4,340.98	4,054.17	2,064.70	1,614.36	1,421.53
	District2	57,168.63	8,234.88	6,792.63	4,138.71	3,797.73	1,860.30	1,506.33	1,323.14
	District3	39,210.01	6,481.97	6,936.41	4,345.39	3,843.17	1,914.62	1,554.71	1,369.61
	District4	57,900.53	8,230.46	6,732.67	4,224.67	3,740.98	1,899.29	1,515.02	1,333.60
Emergency Management Total		235,014.00	33,907.22	27,736.77	17,329.75	15,316.84	7,638.90	6,198.21	5,453.87
District Court	District1	81,818.96	25,316.69	20,037.18	5,321.41	4,783.07	2,340.07	1,995.43	1,793.58
	District2	83,981.99	23,939.14	18,798.39	5,162.08	4,664.02	2,256.42	1,876.35	1,741.08
	District3	94,513.06	23,445.69	18,567.96	5,131.05	4,648.90	2,235.94	1,979.09	1,737.72
	District4	80,214.26	23,747.18	18,647.66	5,218.58	4,788.69	2,260.33	2,032.34	1,782.30
District Court Total		338,528.28	96,848.70	76,051.20	20,833.13	18,834.64	9,092.76	7,979.42	7,014.68
Community & Human Service	District1	86,937.76	20,511.82	12,467.81	5,712.48	5,066.32	2,421.53	2,079.97	1,870.81
	District2	84,763.06	18,683.89	11,296.04	5,335.20	4,697.68	2,245.43	1,871.26	1,773.92
	District3	80,030.03	17,478.19	10,623.93	4,995.45	4,426.75	2,104.49	1,858.84	1,668.47
	District4	79,122.60	18,877.80	10,299.01	4,858.78	4,323.93	2,035.77	1,821.95	1,628.85
Community & Human Service Total		330,857.44	73,451.70	44,646.90	20,885.91	18,454.98	8,805.22	7,732.01	6,942.05
Animal Control	District1	79,145.14	14,162.66	9,900.21	5,245.13	4,533.73	2,303.54	1,852.35	1,627.95
	District2	65,763.92	12,392.09	8,662.32	4,026.35	4,016.39	1,941.60	1,646.35	1,446.67
	District3	72,125.47	15,611.73	8,698.79	4,660.56	4,048.54	1,903.97	1,663.46	1,460.36
	District4								

Pivot Tables



KPI - Measures

MyABC is the leader in technology solutions for indicator-based planning and strategic cost and profitability management that help organizations increase the shareholder value. Combining unmatched experience and technological innovation in over 1,000 projects, MyABC brings business and technology together to help clients improve their profitability and create sustainable value for the company.

To find out more, contact us: www.myabcm.com/contact
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