My Citizen Centricity

Powered by MyABCM USA



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?

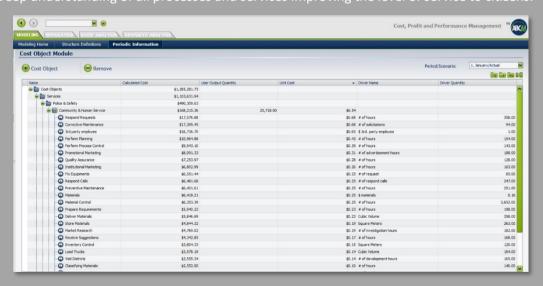
My Citizen Centricity is a solution that can use cost assessment and definition models to analyze the performance in various scenarios in order to better execute the services provided in states and cities.

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.



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 MyABCM 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:













MyABCM 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, MyABCM brings business and technology together to help clients improve their profitability and create sustainable value for the company.

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