

**Business Intelligence Direct for
Aptean Respond**

More Powerful Insights From Your Respond Data

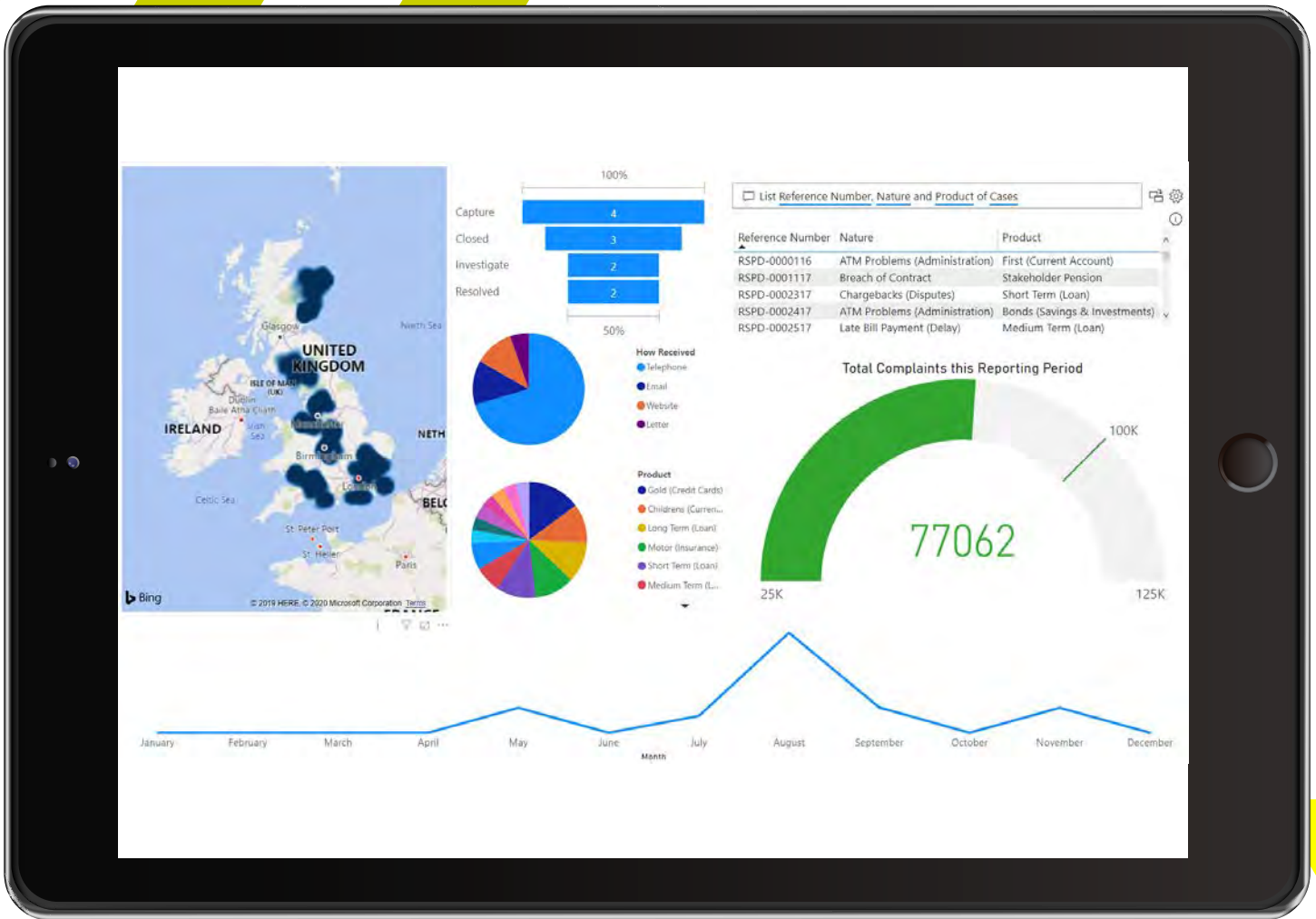


Flexible Control Over Complaints Data

While user-friendly standard reporting is built into Respond, some businesses may want a more flexible approach to gathering, analysing and reporting on Respond data.

Respond Business Intelligence (BI) Direct is a SaaS solution that gives you ultimate power and flexibility over your complaints data. It outputs Respond data in a standard online analytical processing (OLAP) reporting format, allowing you to leverage the reporting tools of your choice to slice and dice the information. The OLAP database is hosted in the Aptean cloud, giving you easy access and eliminating the need to host your own database server. With Respond BI Direct, you can:


- ▶ Establish the source of an issue with root cause analysis
- ▶ Merge Respond data with sales, marketing and support data from other applications, providing additional context for your reporting
- ▶ Identify trends and pinpoint areas for business and process improvements
- ▶ Streamline FCA reporting by measuring complaints against number of sales
- ▶ Highlight opportunities for cost cutting and revenue generation



Respond data output by Business Intelligence Direct displayed in Microsoft PowerBI



Key Benefits

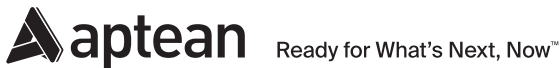
- › **Use the Reporting Tools of Your Choice** – With BI Direct, you can hook into your data with virtually any end-user reporting tool – Microsoft PowerBI, Qlikview, Excel and more. This gives you the freedom to slice and dice data as you choose, perform predictive modelling and other advanced reporting.
 - › **Merge Respond Data with External Data** – Data from Respond can be merged with data from other sources like CRM, marketing and support applications. Integrate Respond data with sales data from your CRM to easily measure complaints per number of sales or link complaints to specific sales teams or individuals. You can also amalgamate data from multiple Respond databases.
 - › **Perform Comparisons** – Identify trends by comparing complaints data year-on-year, season-on-season, or by region – or pull in sales data to compare volume of complaints received per sales period, product or sales agent.
 - › **Automate Complex Reports** – Connect and automatically extract data, enabling you to create complex reports and graphical representations on the fly within your analytical tool of choice.
 - › **Query Data Manually** – Data is extracted and stored in a standard format based on the Microsoft SQL platform, giving you the flexibility to extract data to your tool of choice and manually query that data for advanced calculations or data manipulation.
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BI Direct is a SaaS solution hosted in the Apteian Cloud, enabling easy access and management with no infrastructure investment.



Are you Ready to Learn More?

Contact Us at enquiries@aptean.com
or visit www.aptean.com.



About Aptean

Aptean is one of the world's leading providers of industry-specific software. Our enterprise resource planning and supply chain solutions are uniquely designed to meet the needs of specialized manufacturers and distributors, while our compliance solutions serve specific markets such as finance and life sciences. With both cloud and on-premise deployment options, Aptean's products, services and unmatched expertise help businesses of all sizes, across many industries, to scale and succeed.

For more information, visit www.aptean.com.