

# NOVIMETRIX

## Our Proprietary, Web-Based Reporting Dashboard

If your organization is looking for a way to enable your team to achieve greater visibility into your operations, key data and business critical metrics, Novitex's proprietary online dashboard **NoviMetrix** is the solution.

NoviMetrix collects various forms of data and analytics, including customer volumes and trends and consolidates the information into detailed reports. This harvested data can be used by our management teams as well as your key stakeholders to help you better evaluate Novitex's overall performance. By utilizing our dashboard tool, your organization can have ongoing access to data volumes and performance reports (*see figure 1*) which enables us to make iterative improvements to our services.



Figure 1

**PodTracker**, our proprietary automation application, helps our on-the-ground employees streamline many of the services we provide for you. This application is easily integrated into NoviMetrix, as data collected can be instantly uploaded into our reporting dashboard. This allows you to monitor and analyze performance reports and optimize your operations.

**NoviMetrix drives productivity, automation and broadens your reporting options.**

### HOW WE CUSTOMIZE NOVIMETRIX.

Each client receives a custom programmed NoviMetrix dashboard, inclusive of your company's specific requirements. Developing this dashboard requires the following steps:

- Novitex identifies the key performance areas (KPIs) and data points related to your site's performance based on our SOW.
- Our team develops custom reporting templates and then historical data is imported into NoviMetrix to benchmark any observed trends. This helps us to determine any data shifts over time and develop year-over-year comparisons for stronger analysis.
- On-site Novitex employees are introduced to the customized NoviMetrix site through web-based training, which includes how to navigate the tool and update KPIs.
- One-hour training sessions are also held for any of our client's team members.
- Once training and customization is completed, NoviMetrix is ready to be implemented.

### ADDITIONAL KEY FEATURES.

- Project management for current metrics on services, volumes and SLAs
- Efficient and timely reporting
- Frequent and flexible auto-published data provides more time to analyze trends
- Flexible presentation of data with segmentation of reports based on the user
- Self-service capability to view both summary-level reports and underlying details

