# MBC
## BREAKTHROUGH

# White Paper for Government Departments & Projects

**Find out how to leverage Information Technology and 'Key Value Data' to ensure deliverables to your Department or Project within Budget.**

# Summary

## Is your Department or Project prepared?

**Information Technology** and automation can be extremely beneficial in terms of streamlining procedures, attracting customers, and enabling growth and expansion. However, because there are so many choices available, it can be tough to know where to begin.

When contemplating investing in new technology, be clear about its purpose: will it improve experience, save time, lower expenses, or generate revenue, or will it help you be more agile and responsive to changing markets and needs? If it does any of these things, it will help your objectives and likely be a useful investment of Taxpayer Funds.

Technology plays a critical role that guarantees 'Partners' receive the quality and experience they've come to expect. One area in which technology can help is with decision making. Investing in tools that enable you to see an accurate picture of where your objectives is in real-time, whether bench-mark numbers are growing or declining can be the difference between success and failure.

Another benefit of technology and automation is the ability to become more agile. Responding to change and remaining current, whether in terms of the services you provide or how you provide them, will allow you to better fulfill the needs of your audience.  This, in turn, should lead to more satisfied Partners. By automating communications, Partner support, and daily/weekly reporting, technology can also assist deliverables, on demand and under budget. This frees leadership up to focus on the tasks that will propel forward rather than becoming bogged down in paperwork.

# 'Key Value Data'

## What is 'Key Value Data'

We all have information overload. Data is everywhere, but it is often irrelevant, poorly timed, inefficiently delivered, missing context, and incomplete. '**Key Value Data**' is the company specific data elements that drive the inflows of objectives.
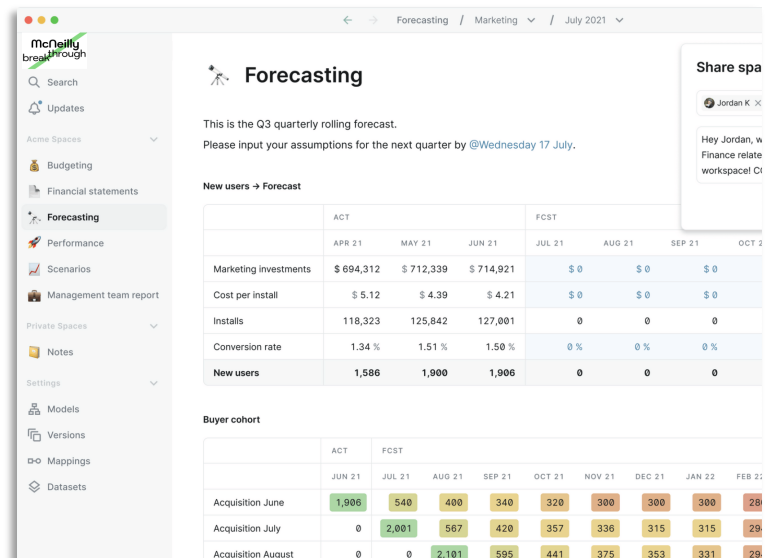
Here is a quick exercise that will take a few minutes:

- Identify the 2 or 3 items that indicate a successful day (Sales, Cash Collected, inventory completed, etc.)
- Now think about how your decision-making process can change if you can see these success factors, as they occur, through the business day all delivered on your handheld device.
- Think about how real time information delivered in a meaningful way can be a tool for productivity and value.

## How do you use 'Key Value Data'?

MBC BreakThrough works with your teams to develop the functionality around your value' area of priority. The information is collected, analyzed, and put into the palm of your hand.

With the critical information needed to drive the project delivered efficiently and effectively across the organization in real-time, departments can operate with a pace and agility that is rarely matched. Your Department becomes best in class.



## 'Key Value Data' Technology

The everyday, easy to use, mobile application platform can be deployed across any organizational environment. With the proper time invested in the front-end planning and development, the user experience becomes so seamless and easy to operate that adoption is extremely successful.

Utilizing technology and '**Key Value Data'** to deliver, monitor, and manage aspects of workflows is critical to success in today's environment.

## How will Information Technology and 'Key Value Data' improve your World

When it comes to investing in technology solutions, there are six major areas where it makes a significant difference:

1) **Communication and Collaboration**

The ability to communicate successfully with guests and colleagues when not in the same room is critical, as we've all witnesses firsthand over the last year or two. People in your organization can chat, call, and share files much more easily with an easy-to-use, adaptable platform like Microsoft Teams, Slack, or Zoom. This ensures that everyone is aware of critical goals and areas of attention. Furthermore, depending on the package you have, these platforms could be a significant marketing tool allowing you to hold webinars and or virtual meetings.

2) **Project Management**

Departments & Projects can profit greatly from project management software since it gives them a clear, accurate picture of individual projects or accounts. Even when working on many projects with various individuals, project management software allows colleagues to define goals, track progress, manage timetables, and spot delays, even when working across multiple projects with multiple people. Asana, ClickUp, Monday.com, and Trello are all popular solutions utilized in the business world that can be adapted depending on your needs. Whichever you choose, look for intuitive, easy-to-use platforms that allow you to assign tasks, set deadlines, search, share information, and chat for ultimate user uptake.

3) **Financial Planning and Analysis (FP&A)**

In the commercial world Companies of all sizes usually need FP&A solutions to manage revenue, expenses, and cash flows, measure actuals against forecasts, create financial statements, and provide the C-Suite or Board of Directors the data analysis necessary to

set company direction, establish goals, monitor results, and grow profitably. The accuracy and transparency of data is a critical success factor, which is why companies rely on FP&A software to gather data, perform calculations, and create reports.

If you aren't currently utilizing FP&A at your department, you are more than likely missing out on significant financial insights that would allow you to better plan your financial activity from HR to operations. FP&A has become a crucial part of operating efficient

Department financial practices and isn't going away anytime soon. Board, Data Rails, and Oracle are some cutting-edge solutions in commercial industry that are aiding teams in streamlining, automating, and improving the accuracy and efficacy of tactical and strategic initiatives.

### 4) Customer Relationship Management (CRM)

Customer relationship management (CRM) software is used to manage contacts, ensuring that they have a positive experience at all times. Partners & Guests information will be more accurate and effective as a result of digitization, which will help to increase loyalty. In this field, Hubspot and Salesforce are two well-known tools. For accountants, Hubspot, for example, can be handy because it allows you to create as many user-defined fields as you need. This could include, year-end information, and other customized elements that will allow authorized parties to see all of the client's information, resulting in a more personalized and streamlined experience across all touchpoints.

### 5) Cloud Storage

Rather than storing data and apps on office servers, opting to keep them on remote servers and access them over the internet can help you save time and money by allowing you to access your data from any location with an internet connection, regardless of device. There are some free choices to get you started, but depending on how much storage you require, you can expect to allocate a small budget every month. OneDrive, DropBox, and iCloud are all viable options.

### 6) Internet of Things (IoT)

As a government department you are likely aware of the benefits of smart machines. New machines are great but expensive and often unnecessary. Smart Machines can provide data, but again do you need all that information? Prioritize with focus on 'Key Value Data' with IoT.

Talk to our experienced engineers who can link up dumb machines making them smart machines. These upgraded machines delivering 'Key Value Data' to a computer or handheld device. In many cases alerts can be set up where an operator can make a correction remotely.

If you want to upgrade to smart machines without a massive investment, contact MBC BreakThrough and we will give you budget saving options on IoT.

# Conclusion

## Transforming your Department or Project to become technology savvy and 'data inspired'.

Many Departments either have too much data or not enough of the right data. Both states are equally problematic. In the commercial world large companies like Google are 'data driven', some are 'data informed' but the real trick to building a Departmental advantage is to become 'data inspired'. Find the 10% "gold" that's buried in the heap of spreadsheets, reports and financial statements that come your way every day.

The 10% "gold" is what 'Key Value Data' is all about – MBC BreakThrough cuts through the noise and find the signal. MBC BreakThrough provides the data you need in the format you need when you need it.

## What are the next steps you need to take?

Listed above are just a few examples of how Departments might automate and streamline their services. To figure out which is best for your objective look at your present procedures and determine where there are concerns, delays, or bottlenecks. All of these issues can be solved with the correct technology, which will almost certainly improve the guest experience as well. At MBC BreakThrough we pride ourselves on our ability to help identify, design, implement and manage these strategies. We encourage you to pursue technology and automation solutions to put your world in a much better position to successfully grow through the Tech landscape.

Our goal here at MBC BreakThrough is to deliver advantage to you through our technology and services. The world is evolving rapidly, and providers need to keep up with the latest in digital technologies and business practices. MBC BreakThrough is your trusted public sector advisor and technology solution partner.

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