



Leading Software Development



## Product Datasheet

- Enterprise performance & risk management
- Integrated budget & project management
- Flexible permissions & devolved administration
- Visual indicators & email alerts
- Manage performance with external partners



Microsoft®  
Small Business  
Specialist

[www.nexusos.co.uk](http://www.nexusos.co.uk)

## Contents

Page 1 - 2	Overview
Page 2 - 5	Features
Page 5 - 7	Benefits
Page 7	Integration



“SPAR.net has helped us improve our approach to performance management and has been an important part of the Council's overall change management programme.”

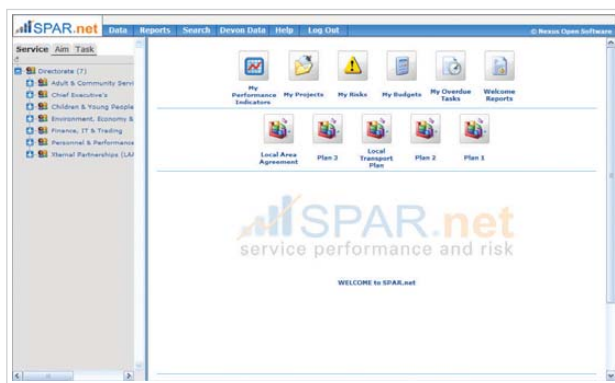
Tim Nand-Lal  
Service Manager  
Torbay Council  
Torquay



## Overview

SPAR.net is a web based Enterprise Performance Management (EPM) software application, designed to provide public sector organisations with instant performance measurement.

The software enables councils, housing associations, education authorities, charities, healthcare providers, fire services, police forces and other organisations to identify improvement opportunities to achieve internal and central government audits, targets and guidelines.



It can be used to record all forms of performance monitoring indicators including local custom indicators, Comprehensive Performance Assessments (CPAs), Audit Commission Performance Indicators (ACPIs), Best Value Performance Indicators (BVPIs) and the new National Indicator (NI) suite.

It is often difficult for public sector organisations to see or understand where and how they need to maintain or improve service delivery. SPAR.net delivers a simple interface for the whole organisation to manage Risk, Budget, Project and Performance data. The software uses visual indicators, comparisons and reports to help you yield better Best Value and CPA results by allowing you to monitor your progress in 'real-time' throughout the year.

Developed with the public sector for the public sector, this particularly cost effective software product provides structured methods for recording, sharing and analysing performance data. SPAR.net can be customised to reflect the performance culture of your organisation and your own methodology.

Streamlining the presentation of performance data for audiences inside and outside the organisation, and simplifying the monitoring of data collection, releases Performance Officers to manage performance in a pro-active and targeted manner.

SPAR.net allows you to extend performance management tools out to external partners. The web based software offers a cost effective way to collate Local Area Agreement (LAA) data, allowing external organisations to input data directly across the Internet, while maintaining a safe, secure, permissions-based environment.

SPAR.net is a flexible, permissions based software application, powered by industry standard and enterprise strength technologies. Written using Microsoft ASP.NET technology,



SPAR.net requires Microsoft Windows and SQL Server, and Internet Explorer v5.5 or above. It is compliant with emerging standards for e-Government interoperability and follows usability standards set down by WAI and e-GIF.

Nexus Open Software has embraced a philosophy of working closely with public sector organisations to ensure SPAR.net meets specific requirements. This means that the development of the software is heavily influenced by an active User Group, which is representative of County, Unitary and District Authorities.

## Features

### Enterprise Performance & Risk Management

Effective enterprise performance and risk management techniques often play a major part in the overall success of a public and private sector organisation.

SPAR.net delivers a host of risk and performance management capabilities that enable auditing to be conducted quickly and effectively to provide qualitative and quantitative assessments and analysis. These two key product features make the capture of risk and performance data a simple process by maintaining detailed assessment against multiple user-defined objectives.

SPAR.net provides a performance management system that can deliver all performance management data through a single point of access to any user, based on their profile and needs; from high-level graphical indicators, to low level details about each measure, with links to associated projects, risks, budgets, strategy documents, action plans and comments.

## Features Overview

- Enterprise performance & risk management
- Integrated budget & project management
- Flexible permissions & devolved administration
- Visual indicators & email alerts
- Manage performance with external partners
- Local & national performance comparison
- Advanced reporting & statistical analysis

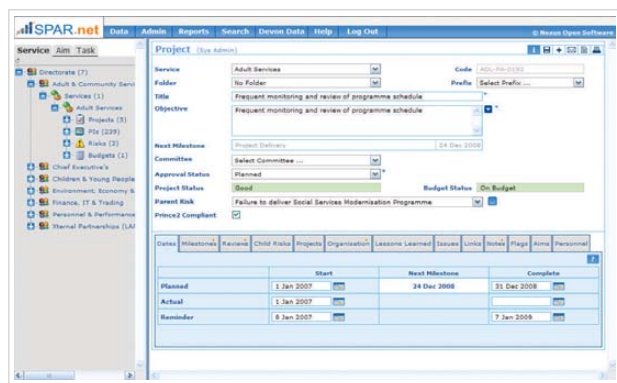
This easy to implement software allows you to quickly map your existing performance and risk management processes. However, the real power of SPAR.net is its ability to see the organisation's direction and communicate your performance in real time. Balanced Scorecards enable a strategic line of vision, with the ability to drill-down to specific projects and indicators that are linked to your overall objectives.

The identification, evaluation and control of risks should form a central part of any performance management strategy. It is essential that you have a mechanism in place to help bring severe risks into acceptable tolerances. With fully-featured risk management functionality, SPAR.net helps you to ensure that you have the tools to do everything possible to identify, mitigate and eliminate potential risks.

### Integrated Budget & Project Management

The SPAR.net activity based budget and project management features integrate neatly with the performance indicator and alert system. This allows authorised personnel to quickly and easily get a "snap-shot" of the progress of each project. This helps you to make confident and informed decisions based on real-time and historical information.

Simple process adjustments using SPAR.net budgets and project management tools will give your organisation substantial benefits in terms of responsiveness and capability. Unifying your projects, budgets, risks and performance information into one application streamlines collaborative enterprise performance management.



The provision to react quickly to events makes it simpler to achieve constructive change and hit both financial and service delivery performance targets.

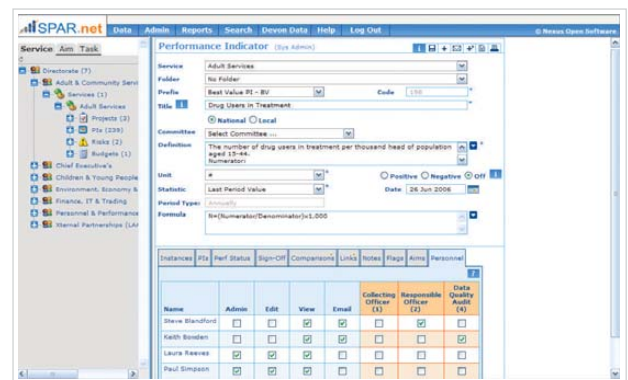
SPAR.net provides features that are designed to integrate with your PRINCE2 project management framework, helping you to

monitor all components of the methodology within a single application.

### Flexible Permissions & Devolved Administration

SPAR.net creates a secure, simple to manage platform, capable of rapidly distributing profile based roles and permissions to any user who has access to the corporate network. From Data Collector to Executive, the flexible permissions allow you to decide who can interact, view and edit information.

The cost effective organisation-wide licensing model means that the system can be easily extended to any number of internal users or external partners who require access to the system. You can set-up relevant metrics, goals and strategies in order for any authorised user to measure the effectiveness of the organisation's projects, budgets, PIs, risk assessments and corporate objectives.



Your administrators and end users use a web browser to access the features and information that are relevant to them. A user's profile can be suitably tailored to allow you to deliver collaborative Service, Performance and Risk management tools to specific individuals. A personalised welcome screen is provided for every user with instant access to relevant reports and visual indicators. The application also records a comprehensive audit trail to provide a complete record of all changes made to the system by users.

### Visual Indicators & Email Alerts

SPAR.net provides dynamic visual performance indicators and reports using "traffic lighting" to indicate the status of an activity within the system. The software issues email alerts when data needs to be input against assigned activities. It will alert the recipient that something requires action by emailing them a hyperlink to the user's task page. All email reminders can be customised to suit your organisation's requirements.



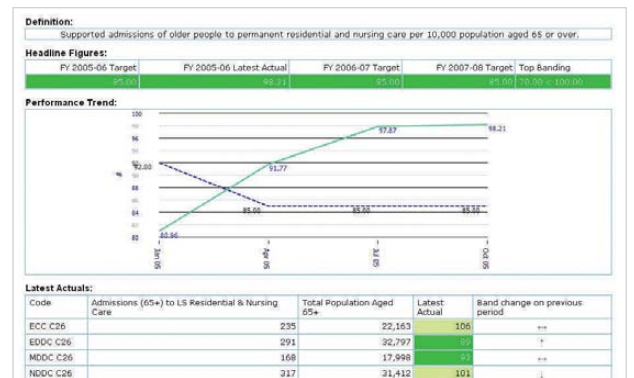
The flexible permissions features allow you to specify who receives email alerts. For example, you can specify that only performance officers or senior executives should receive an alert. A "sign-off" facility can also be used to manage the review and verification of data input, at specified reporting intervals.

Data input can be shared with external partners and you can grant users secure access to specific indicators relevant to them.

### Local & National Performance Comparison

SPAR.net is capable of holding local and national statistical information for comparison and benchmarking purposes. Comparisons can instantly be made against internal activities over periods of time to analyse trends. Data can also be compared against national quartiles or using data supplied from other organisations.

Code	Title	Responsible Officer (2)	Last Year Status	This Year Status	Improvement	Date Effective
BV138	Drug Users in Treatment	Marketing / Target / Steve Blanford	No Data	No Data	n/a	26 Jun 2006
PAF AD14-C62	Careers Services	Marketing / Target / Steve Blanford	Well Below Target	Date not due		8 Jun 2005
PAF AD10-B12	BV13 Cost of Services for Intensive social care for adults	Marketing / Steve Blanford	Not calculable	Date not due	n/a	1 Apr 2003
PAF AD10-B17	Unit Cost Of Home Care For Adults And Older People	Marketing / Angela Stevens, Laura Reeves, Paul Simpson, John Wright	Below Target	Date not due		1 Apr 1996
PAF AD10-C73	Practical Learning (Adult only)	Marketing	Well above Target	Date not due		3 Sep 2006
1-L0C/LC3	Emergency Admissions All Ages - Rate per 1,000 population	None	Data not entered	No Data	n/a	18 Mar 2007
1-PAF/AB0	Drug offences sustained in treatment	None	No Target	No Data	n/a	7 Dec 2006
1-PAF/D40	Clients Receiving A Review As A Percentage Of Adult And Older Clients	None	Below Target	No Data	n/a	5 Dec 2006
1-Q40-AD	Clients Receiving A Review As A Percentage Of Adult And Older Clients	None	Below Target	No Data	n/a	23 Mar 2007
1-Q40-MBE	Clients Receiving A Review As A Percentage Of Adult And Older Clients	None	Below Target	No Data	n/a	23 Mar 2007
1-Q40-ADM0	Clients Receiving A Review As A Percentage Of Adult And Older Clients	None	Below Target	No Data	n/a	23 Mar 2007
1-Q40-ASST	Clients Receiving A Review As A Percentage Of Adult And Older Clients	None	Well Below Target	No Data	n/a	23 Mar 2007



Your users will appreciate the time saving performance monitoring features as they enhance and underpin the expanded view of the organisation that SPAR.net provides.

### Manage Performance with External Partners

It is possible to host the SPAR.net application internally for employees and externally for third parties, partners and authorised users.

The software can be used to monitor many different external relationships including local area agreements, private sector partnerships, project and contract monitoring or virtually any type of process that requires efficient performance management.

Specifically for Councils, National PI data for authority types and "All England" can be imported into SPAR.net to reduce input time. This data can be used to provide your organisation with real-time comparisons against key targets and guidelines.

We can assist organisations to import data from a variety of sources including spreadsheets, existing legacy systems, 3rd party business applications and national performance data including the new National Indicator (NI) suite.

### Advanced Reporting & Statistical Analysis

SPAR.net provides a comprehensive authoring environment for a wide range of report types. It enables you to create reports for any purpose, in a variety of formats.

Reports can be filtered by a wide variety of criteria, from the individual PI, Project or Risk to Responsible Officer, Service, Prefix, Status, Quartile and Flags. In addition, the date of the report can be set and the reporting periods and the time period covered can be specified, along with the columns to be displayed.

Actuals and Targets Report		FY 2001-02	FY 2002-03	FY 2003-04	FY 2004-05	FY 2005-06	FY 2005-06	FY 2006-07	FY 2007-08	Responsible Officer (PO)
Code	Title	Actual	Actual	Actual	Actual	Target	Actual	Target	Target	
28	% of statements issued within 18 month resolution time affected by "second class" or "third class" status	88.36%	84.62%	87.42%	88.90%	87.50%		87.50%		None
29	% of statements issued within 18 month resolution time affected by "second class" or "third class" status	79.00%	89.22%	89.47%	77.50%	84.00%		84.00%		None
397	Number of applicants		20,000			19,000				John Smith
AUG7a	Targets Achieved from Business Plan			0	0	0	0	0	0	Jason Orange
AUG7c	Commitments Received		18	33		20	27	25		Jason Orange
AUG8	Commitments Received		8	8		2	8	1		Jason Orange
AUGD01	Cost Cases Resolved within Budget		86.6%	100.4%	99.7%	100.0%	74.2%	100%		Jason Orange
AUGD02	Actual audit days as a percentage of planned		96%	90%	97%	94%	82%	94%		Jason Orange
AUGD03	Actual audit and review as a percentage of planned		82%	85%	90%	94%	84%	94%		Jason Orange
AUGD04	Percentage of audits completed within target dates		89%	88%	90%	88%	86%	88%		Jason Orange
AUGD05	Percentage of statements of compliance		70%	89%	72%	72%	88%	72%		Jason Orange
AUGD6	Changes in Income			1.6%	3.7%	3.9%		4%		Jason Orange
AUGD7	Half Approvals			100%	100%	100%		100%		Jason Orange
AUGD8	Half Licences Issued			8	8	8		8		Jason Orange
AUGD9	Half Licences Issued			10.8%	20.8%	19%		19%		Jason Orange
BV2a	Revenue Received by local government in England		1.0	1.1	1.2	1.2		1.3		Jo Hooper
BV2b	Rate of Revenue Rise		89.50%	96.19%	92.50%	90%	92%	95%	95%	Jo Hooper
BV8	Revenue and other income		35.70%	37.73%	38.72%	35.65%	100.00%	100.00%	100.00%	Jason Aze
BV11a	Top 5% of Earners - Income		35.70%	37.73%	38.72%	35.65%	37.00%	38.00%	41.00%	Janet Oliver

Reports can be saved in a Reports Library and quickly organised for easy future access. Individual users can access a pre-defined selection of Reports from their 'My Reports' button on their Welcome Page. All reports are output in HTML format and can be easily saved or copied and pasted into standard office applications, intranets and websites.

### Benefits

SPAR.net is a web browser based Enterprise Performance Management (EPM) software application, designed to provide public sector organisations with instant performance measurement.

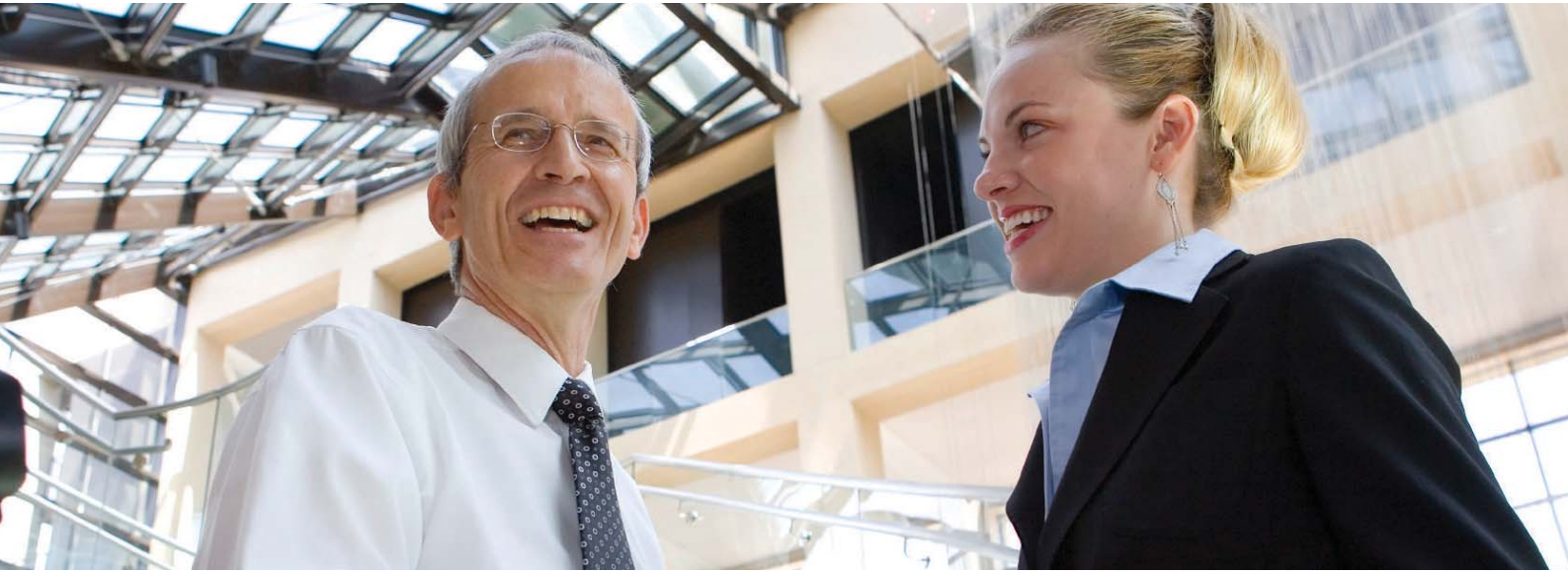
The software enables councils, housing associations, education authorities, charities, healthcare providers, fire services, police forces and other organisations to identify improvement opportunities to achieve internal and central government audits, targets and guidelines.

### Benefits Overview

- Developed with the public sector for the public sector
- Improve service delivery with effective performance management
- Simplify corporate governance with integrated risks & projects
- Streamline financial decision making using integrated budgets
- Simple to deploy, use & manage
- Secure, enterprise strength web browser based software
- Low cost of ownership & high return on investment (ROI)

"The SPAR.net software application greatly reduces the effort required to gather and report our performance data, freeing the Performance Unit to focus on managing, as opposed to recording the Council's performance."

Liz Gingell  
Corporate Performance Officer  
Teinbridge District Council  
Newton Abbott



### Developed with the Public Sector for the Public Sector

SPAR.net has been developed to meet the needs of a diverse audience including public sector employees, executives and performance managers, CPA, Central Government, external partnerships, auditors and the general public.

Monitoring and presenting corporate objectives and targets can be a time consuming process for public sector organisations. All too often, much effort goes into the gathering and reporting of performance data by combining information from disparate locations and sources. SPAR.net has been designed in partnership with six Local Authorities to ensure that it delivers a flexible solution to solve these problems.

SPAR.net has benefited from an extensive Beta Programme. We analysed the issues faced by Local Government organisations in effectively measuring performance, to identify opportunities for improving SPAR.net. This helped us create a focused application for the gathering, reporting and comparison of this important data.

### Improve Service Delivery with Effective Performance Management

Consolidating performance, risk, budget and project management processes into one easy to use software application allows you to spend your time managing and streamlining service delivery, rather than just monitoring statistics.

You can use email alerts, visual indicators, reports and balanced scorecards to help users focus on the important issues and also ensure that performance data is collected and analysed on time by the relevant individuals.

### Simplify Corporate Governance with Integrated Risks & Projects

SPAR.net can be used as a highly effective corporate governance, audit and assessment tool. You can easily link risks, projects and budgets to each other, plus link associated documentation so that evidence is easily accessible.

Every action is audited and the software uses a customisable, colour coded "traffic lighting" system to let users know when action is required or to display performance status, against pre-defined targets or tolerances.

The flexible reporting features create a library of instant reports that you can access at the press of a button, taking the pain out of corporate risk and project management.

### Streamline Financial Decision Making using Integrated Budgets

Linking budgets in SPAR.net to related projects, risks and corporate objectives is simple. It creates a singular mechanism to assess financial information effectively to aid decision making.

For example you could create a corporate objective to improve a specific business or service delivery process. You could then create and link related performance indicators, projects and risks, and use the integrated budget features to monitor financial information relating to the overall objective.

### Simple to Deploy, Use & Manage

Once deployed and configured to suit your working practices and objectives SPAR.net has very little overhead. Data input is simple and easy to accomplish and very little training is required to get users up and running. After a short period of time, the application and the information you have collated becomes an invaluable management tool that can be used across the organisation to improve performance.

### Secure, Enterprise Strength Web Browser Based Software

Requiring only a web browser to access the intuitive interface, SPAR.net instantly enables users to manage and interact with key performance management information from anywhere in the world. Its centralised approach to the collection, consolidation and reporting of performance data means that organisations can adjust their strategy quickly to ensure success.

The software collates all critical information into a single comprehensive application that can be tightly linked to your organisation's vision, strategy and high-level corporate objectives. It provides a flexible tool that can be distributed quickly throughout the organisation and externally to authorised users to help manage, communicate and present Service, Performance and Risk statistics.

### Low Cost of Ownership & High Return on Investment (ROI)

SPAR.net is purchased as a cost effective "Per Organisation Site Licence". This allows the powerful web browser based software to be centrally located and made accessible to an unlimited number of users, substantially increasing the potential return on investment (ROI)

Due to the nature of web technologies it is not necessary to load software separately onto each user's PC. This simplifies the deployment process and reduces the installation time required to make SPAR.net available to users, therefore lowering the total cost of ownership (TCO).

## Integration



The software leverages key Microsoft Windows Server components and services such as Internet Information Server (IIS), Index Server and Active Directory.

MiCore Web Portals use the scalability and security that Windows Server provides, simplifying portal deployment, management and further development. The MiCore group knowledgebase and content management systems are powered by Microsoft SQL Server or MSDE database engines. It offers immediate out of the box integration and functionality with Microsoft Exchange Server plus other third party applications and email server products.

MiCore Portal Engine has been designed specifically in ASP and JavaScript to create an open architecture, allowing you to integrate the software with applications written in virtually any language. MiCore Portal Engine secures your investment in existing and future standards based technologies.

## How to Buy

If you are interested in buying our software products or would like to find out more about our development services, please select from the following options:

- Call 01392 205095 or email [sales@nexusos.co.uk](mailto:sales@nexusos.co.uk) to discuss your requirements
- Visit [www.nexusopensoftware.co.uk](http://www.nexusopensoftware.co.uk) to book a demonstration



Nexus Open Software Ltd.

Vale House  
Pynes Hill  
Exeter  
Devon  
EX2 5AZ  
United Kingdom

**E-mail**

[mail@nexusos.co.uk](mailto:mail@nexusos.co.uk)

Registered in England and Wales No. 4198176  
VAT Reg. No. 784 4053 17

**Contact numbers**

Tel: +44 (0)1392 205095  
Fax: +44 (0)1392 205096  
Support: +44 (0)1392 667570

**Websites**

[www.nexusos.co.uk](http://www.nexusos.co.uk)  
[www.nexusopensystems.co.uk](http://www.nexusopensystems.co.uk)  
[www.nexusopensoftware.co.uk](http://www.nexusopensoftware.co.uk)

© Nexus Open Software Ltd. All rights reserved.  
All company and product names may be trademarks of their respective companies. Whilst every effort is made to ensure the information given is accurate, Nexus Open Software Ltd. do not accept liability for any errors or mistakes which may arise. All information is subject to change without notice.

[www.nexusos.co.uk](http://www.nexusos.co.uk)

Designed by Nexus Open Software Ltd.

 please don't print this brochure unless you really need to.

