



MCG Business Intelligence Solutions



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Business Intelligence

Having the online tools to dynamically report, graph, map, trend and model your entire operation provides the performance reporting, KPI dashboards, carrier report cards and insight for continuous process improvement and maximum savings.

What is Business Intelligence?



A technology driven process for analyzing data and presenting **actionable information** to help organizations make **more informed business decisions**



Encompasses a variety of tools, applications, and methodologies used to collect data from **internal systems** and **external sources**



Dashboards and **data visualizations** make the analytical results available to corporate decision makers as well as operational workers

MCG will use our system to home in on a selected group of Key Performance Indicators (KPIs), custom-crafted that will help you define corporate supply chain strategy and drive profitability. The data that we provide to you will give you the ability to identify strengths and weaknesses; measure the progress of the company against its goals; and to employ the processes and practices that support good decision making



- ✓ MCG will analyze your shipping network and provide best-in-class BI recommendations
- ✓ We focus on the metrics that really matter.
- ✓ Metrics should focus on core financial and operational targets that make a difference by driving value.
- ✓ We will work with you to establish KPIs at the following levels.
 - ✓ **Operational**
 - ✓ **Tactical**
 - ✓ **Strategic**
- ✓ MCG will implement an on-going process that evaluates the effectiveness of the metrics that we choose.



Executive Dashboard

Enables you to graphically display each of your key performance indicators (KPI) and drill-down to get the answers you need. MCG's innovative executive dashboard combines an intuitive graphical interface with a powerful database to provide instant drill-down reporting for any client KPI. Dashboards can be customized to meet the specific needs of each user or user group. Users can filter multiple metrics on the dashboard by clicking on specific metrics.

Key Features Include:

- ✓ Intuitive View of All Key Performance Indicator
- ✓ Custom User Setup
- ✓ Intuitive KPI Drill-Down
- ✓ Multi-Level Continuous Drill-Down
- ✓ Supports Any Type of Data Management Requirement (e.g. Logistics, Inventory, Financial, etc.)
- ✓ Export Functionality



The MCG Team includes senior level analysts who have years of experience in the industry both on the carrier and shipper side of the table. This group will leverage their experience, knowledge of best-in-class KPI Management, and expertise with MCG processes and tools to provide you with leading edge analytics. The MCG team will work alongside you to not only consult on creating KPI's but to also help manage them on an ongoing basis.

Example Metrics

Spend Analysis

- ✓ Service Level Usage Reports
- ✓ Zone Distribution Reporting
- ✓ Account Number Spend Analysis
- ✓ Third Party Shipments
- ✓ Shipment Level Detail

Savings Reports

- ✓ Contract Savings (Benchmark)
- ✓ Lost Opportunity Report
- ✓ Rate Claims
- ✓ Duplicate Shipment Report
- ✓ Late Delivery Report
- ✓ Denial Report (Exception Reports)

Accessorial Reporting

- ✓ Accessorial Analysis
 - ✓ Manifest Charges
 - ✓ Delivery Charges
- ✓ Fuel Trending
- ✓ Res vs. Commercial Shipments
- ✓ Address Correction Report
- ✓ Delivery Area Surcharge Report
- ✓ Residential Surcharge Report
- ✓ Additional Handling Report

Tactical Reporting

- ✓ CWT, CPP, Cost Per Box
- ✓ Percentage of On Time Deliveries
- ✓ Dim Weight Analysis

Strategic Reporting

- ✓ Service Downgrade Opportunity Report
- ✓ Transit Analysis
- ✓ Regional Carrier Modeling
- ✓ Market Benchmarking