



perfacto for utilities

TOOLS-BASED ENTERPRISE SOFTWARE MANAGEMENT

Perfacto is a family of licensed implementation and performance management software for before, during and after CIS system deployments.

Our products work hand-in-hand with ProMark's professional services methodologies to reduce costs, increase customer self-sufficiency, and improve both business and information technology performance.



UTILITY AND MUNICIPAL GOVERNMENT PRODUCTS

- Performance Advisor
- Meter-to-Cash Dashboard
- Data Conversion Validation Kit
- Automated CIS Test Library
- Billing Accuracy Assessor
- Daily Processing Monitor
- Performance and Load Test Kit
- Environment Manager
- Configuration Manager
- Training Platform & Assessor

Works with leading CIS, Web Self-Service, Taxation and Revenue Management systems

MULTI-LEVEL PERFORMANCE MANAGEMENT

Through proprietary methods, Perfacto makes discoveries at all enterprise layers:

- **Infrastructure**
Databases, web servers, application servers, and interfaces
- **Application**
Code and customizations
- **Business Processes**
Workflow and scripting design
- **People**
Individual user navigation

GET THE FACTS!

Perfacto ...

- Delivers facts - quantitative information about application, project, contact center, and business performance.
- Is able to use complete data sets instead of samples without degrading system performance.
- Performs proactive vs. reactive interrogation of available information.
- Provides at-a-glance reporting in management and analyst level formats.

