KPI Metrics Assessment

TECHNOLOGY SERVICES

KPI Assessment – TECHNOLOGY SERVICES Industry Benchmarks

● Current   ● Potential

FUNCTIONAL AREA	KPI	BOTTOM TIER	MEDIAN	TOP TIER
Sales Force Automation	Gross Margin	25%	43.1%	68.2%
Order Management	Order Fulfillment Efficiency	customer specific	customer specific	customer specific
Sourcing & Supply Chain Management	Spend Under Contract	decentralized buying	40% - 70%	> 85%
Inventory & Warehouse Management	Order Fill Rate	< 97%	97%	99%
Project Management & Delivery	Annual Revenue per Billable Associate Associate	$88,000	$213,000	$275,000
Customer Service	Customer Referenceability	< 71.3%	71.3%	84%
Financial Management & Reporting	Finance Team Efficiency	customer specific	customer specific	customer specific
Technology & BI Platform (currently does not exist in model) model)	Replace Current Systems	customer specific	customer specific	customer specific
Budgeting & Forecasting	Days to Complete the Annual Budget Budget	> 40 days	40 days	27.5 days
Human Resources	HR Team Efficiency	customer specific	customer specific	customer specific

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Thank You