ServiceFlow Analytics

Operations-to-Cash Performance Intelligence

Business Requirements Document (BRD)

Project Name	ServiceFlow Analytics
Document Type	Business Requirements Document
Version	1.0
Prepared By	Utkarsh Meshram
Date	29 January 2026
Status	Final Draft

1. Project Objectives (Business Goals)

The objectives of ServiceFlow Analytics are to:

- Provide leadership with reliable and timely performance visibility.
- Monitor job lifecycle execution and operational throughput by region and service type.
- Detect invoicing delays for completed jobs and quantify revenue exposure.
- Improve receivables monitoring using collections KPIs and overdue aging indicators.
- Identify jobs with significant cost variance to support margin protection.
- Reduce manual reconciliation effort by enabling exception visibility through reporting.

2. Functional Requirements

2.1 Reporting & Dashboard Capabilities

Dashboards must support filtering across pages using slicers (Region, Service Type).

Requirement ID	Requirement
FR-01	Provide an Executive Summary dashboard page with top-level KPIs
FR-02	Provide an Operational Performance page focused on execution and job cycle time
FR-03	Provide a Financial Performance page focused on collections and overdue invoices

Requirement ID	Requirement
FR-04	Provide an Exceptions/Reconciliation page to highlight operational-to-financial gaps
FR-05	Provide slicers for key business dimensions (Region, Service Type)
FR-06	Display KPI values through cards, charts, and drillable visuals
FR-07	Support trend analysis using time-based visuals (monthly/weekly patterns)
FR-08	Ensure metrics remain consistent across all visuals and filters

2.2 KPI Requirements (Business Logic Alignment)

KPI	KPI Name	Required Output
KPI-01	Invoice Handoff Delay (Completed Jobs)	Count of completed jobs not invoiced + pending days
KPI-02	Days Sales Outstanding (DSO)	Average collection days for fully paid invoices. DSO is calculated using only fully paid invoices.
KPI-03	Job Cost Variance	Variance amount and % by job/service/region
KPI-04	Unbilled Revenue Exposure	Total revenue value of completed jobs not invoiced
KPI-05	Job Cycle Time	Days from scheduled to completed for completed jobs

3. Stakeholders & Users (Summary)

The ServiceFlow Analytics solution will support both leadership decision-making and day-to-day operational/finance monitoring.

Key stakeholder groups include:

- **CFO (Executive Sponsor):** Reviews financial health, cash flow, and revenue risk metrics.
- **VP of Operations (Executive Sponsor):** Tracks job execution performance, delays, and cost efficiency.
- **Finance Manager (Primary User):** Monitors unbilled work, receivables, and overdue exposure.
- **Finance Analyst (Primary User):** Performs data validation, reconciliation checks, and exception review.

- **Operations Manager (Primary User):** Tracks job status progress, job cycle time, and execution delays.
- **IT Administrator (Support):** Supports access and reporting availability (not a business owner of KPIs).

4. Assumptions & Constraints (Summary)

Assumptions

- Operations and Finance teams align on shared definitions for job statuses and KPI logic.
- Jobs, invoices, and payments can be consistently linked through stable keys (Job ID, Customer ID, Invoice ID).
- Required date fields (scheduled, completed, invoice, due, payment) are populated reliably for reporting use.
- Job costs are captured at the job level to enable variance analysis.
- Stakeholders will adopt dashboards as the primary reporting view for operational-to-cash monitoring.

Constraints

- Data used for reporting is **non-production / simulated**.
- Deliverables are limited to dashboards, KPI definitions, and exception reporting.
- The solution focuses on **reporting visibility**, not production integration automation or custom application build.

5. Scope Summary (In Scope / Out of Scope)

In Scope

- Creation of a reporting dataset representing job execution, invoicing, payments, and costs.
- Analytical reporting model supporting job-to-cash tracking and KPI calculations.
- KPI logic implementation including performance trends and exception visibility.
- Management dashboards:
    - Executive Summary
    - Operational Performance
    - Financial Performance
    - Exceptions / Reconciliation

- Structured requirements documentation and KPI governance definitions.

Out of Scope

- Live production system integration and automation (ETL/pipelines/workflows).
- Custom web/mobile application development.
- Predictive modeling, forecasting, or machine learning implementations.
- Full process redesign implementation (recommendations may be included, execution is out of scope).
- Use of real client or production company data.

6. Reporting Data Requirements (High-Level)

To support KPIs and dashboards, the reporting dataset must include the following minimum business fields:

Operations / Jobs

- Job Number / Job ID
- Customer ID
- Region
- Service Type
- Job Status
- Scheduled Date
- Completed Date
- Estimated Revenue
- Estimated Cost
- Crew (if available)

Financial / Invoices

- Invoice Number / Invoice ID
- Customer ID
- Invoice Status
- Invoice Date

- Due Date
- Invoice Amount
- Balance Due / Outstanding Amount

Collections / Payments

- Payment ID
- Invoice ID
- Payment Date
- Payment Amount

Cost Tracking

- Job ID
- Cost Type
- Actual Cost Amount (job-level cost total)

7. Decisions Enabled (Business Value)

This solution enables leadership and managers to answer:

- Which completed jobs are not invoiced, and how long they've been pending?
- What is the current receivables risk (overdue invoices and outstanding amount)?
- Which regions or service types show the longest job cycle times?
- Which jobs are over budget and impacting margins?
- Where operational handoffs are breaking between completion → invoicing → collections?

8. Non-Functional Requirements

NFR ID	Requirement
NFR-01	Reporting dataset must remain accessible throughout delivery and reporting usage
NFR-02	Dashboards must refresh reliably to maintain stakeholder trust

NFR ID	Requirement
NFR-03	Reporting calculations must be consistent, explainable, and interview-defensible
NFR-04	Documentation must be version-controlled and maintainable
NFR-05	The solution must be easy to use for Finance and Operations users

9. Success Criteria

The solution will be considered successful when:

- Leadership can review performance through dashboards without manual reporting effort.
- Finance can identify unbilled completed work quickly and quantify revenue exposure.
- Overdue invoices can be monitored through consistent aging indicators.
- Operations can monitor cycle time and execution performance by region/service.
- Cost variances are visible at job level to support margin protection.
- Stakeholders can explain KPI logic consistently without ambiguity.

10. Approval

This BRD documents the business requirements for ServiceFlow Analytics and establishes scope, goals, and expected outcomes for a unified operations-to-cash performance reporting capability.