

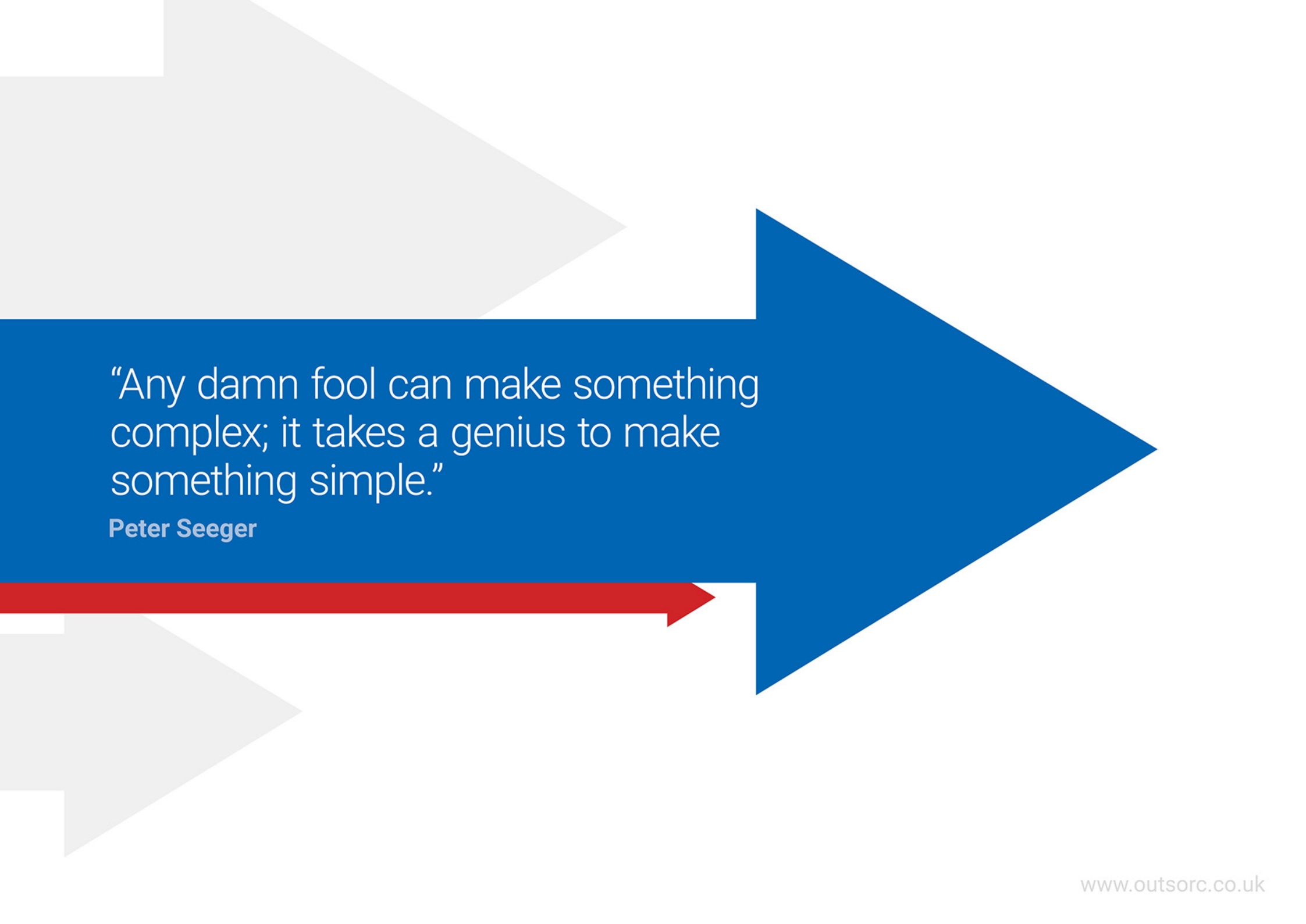
The logo for MONITRR features the word "MONITRR" in a bold, sans-serif font. The letters "MONIT" are blue, and "RR" are red. The two "R"s are stylized to include human figures. A blue horizontal line is positioned below the text.

**MONITRR**

**Global. Flexible. Proactive. Secure. Insightful.**

A large, light gray arrow pointing to the right, positioned on the right side of the slide.

Best Beats First



“Any damn fool can make something complex; it takes a genius to make something simple.”

**Peter Seeger**

# MONITRR

MONITRR is the global application behind evidence-based decision making for those who want to be ahead and save money in proactively improving network standards and performance: **know everything, anywhere, anytime.**

Developed by OUTSORC LTD and used globally in the automotive, insurance, financial services, construction and agriculture sectors.

Skip complex and cumbersome.  
Skip reactive, inflexible and slow.  
Skip expensive.

Time to deliver what's next:  
**Network Management 2.0**



# Our Clients

Used by leading brands to manage some of the biggest, most complex retail and after-sales networks across the globe.

The right amount of everything in one place.





# Key Facts and Figures

- Branded to manufacturer requirements.
- Used by over 7,000 network outlets in the construction, automotive, insurance, agricultural and financial service sectors used in over 70 countries.
- Available in 18+ languages in every time zone and currency.
- Accessible on desktop, laptop, tablet and mobile.
- Providing desktop, 'live' remote and physical audit capability, both online and offline.



- Providing automated network monitoring 24/7/365 with automated checks using the latest Artificial Intelligence
- In a typical 30-day period, MONITRR enables over 14,700 assessments to be performed by 3,800 outlets across the globe, with an average user session time of just 2.3 minutes and a system response time of just two seconds





“There is only one thing stronger than  
all the armies of the world: and that is  
an idea whose time has come.”

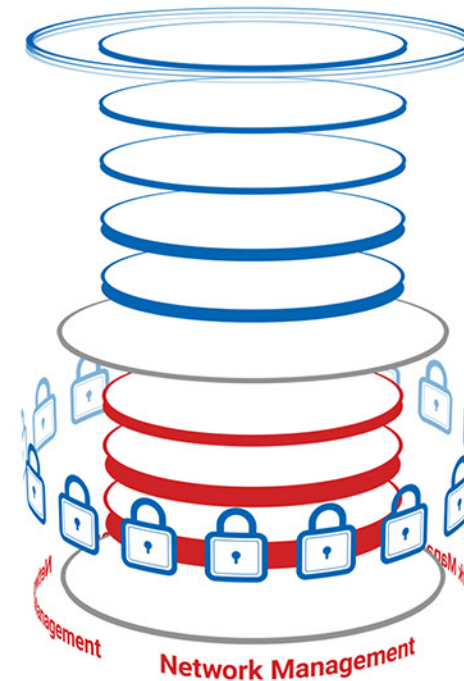
**Victor Hugo**

# Unique Modular Design

Successful business networks come from more than one insight.

MONITRR connects the dots for evidence-based and sustainable network performance improvement.

Using its unique modular design, you can choose the value you want MONITRR to provide.



- Accreditations
- KPI & Data Analysis
- Team Activity Planning
- Communications
- Net Promoter Score
- People Competency**
- Best Practices**
- Standards**

This is the end of one-size-fits-all.

# Modules Designed for Network Improvement

Key modules in MONITRR are summarised below:

**Network Administration:** manage every part of your network and users through our administration module. Your network managed your way.

**Standards compliance:** create and manage network compliance for any type of standard with any type of evidence requirement in any country.

**Best practices:** create and manage best practices with flexible performance categorisation and network league tables.

**Assessment and Audit:** validate compliance and best practices via desktop, virtual or onsite, and online or offline.



**Communications:** create and distribute network communications in any language and time zone.

**Net Promoter Score:** create and manage multiple global or country specific NPS programmes centrally or by supplier(s) locally.

**KPIs:** analyse KPI data global or locally with trending and performance gap analysis.

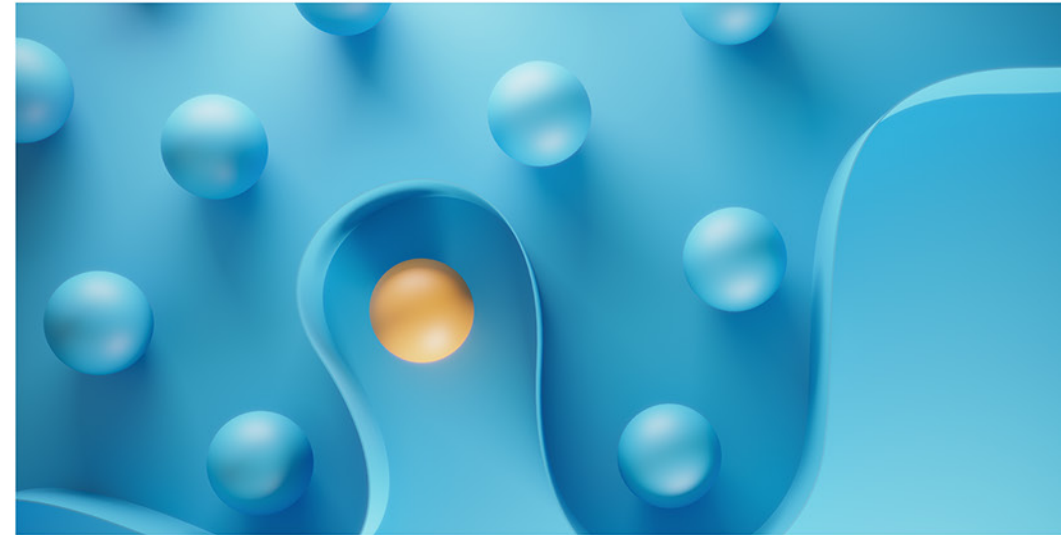
**Team Activity:** create network or supplier notes and tasks with automated notifications and tracking.



# Flexibility and Control

MONITRR enables you to set up and manage your network the way that you want to. Personalisation options include:


- Network structure and type of outlet relationship.
- Type of standards, best practices and KPIs.
- Type of evidence submission and data collection.
- User access rights by job role, location or outlet.
- Network communication design and network distribution.
- Net Promoter Score design and implementation. Tailoring KPI dashboards to your needs.
- Tailoring KPI dashboards to your needs.



MONITRR also enables you to manage any type of network, including:

- Retail and Sales
- Service and Maintenance
- Repair and Fast-Fit
- General and Specialist Suppliers

**Your network managed your way.**



“The problem human beings face  
is not that we aim too high and fail,  
but that we aim too low and succeed.”

**Michelangelo**

# Advanced Network Analysis

MONITRR enables you to analyse the performance of your network at a macro and micro level. Key features include:

- Standard and personalised performance dashboards
- KPI performance and tracking
- Historical trend analysis
- Standard and bespoke reports.
- Advanced data filtering
- Data exports
- Microsoft Power BI



## You decide the network insight you want...

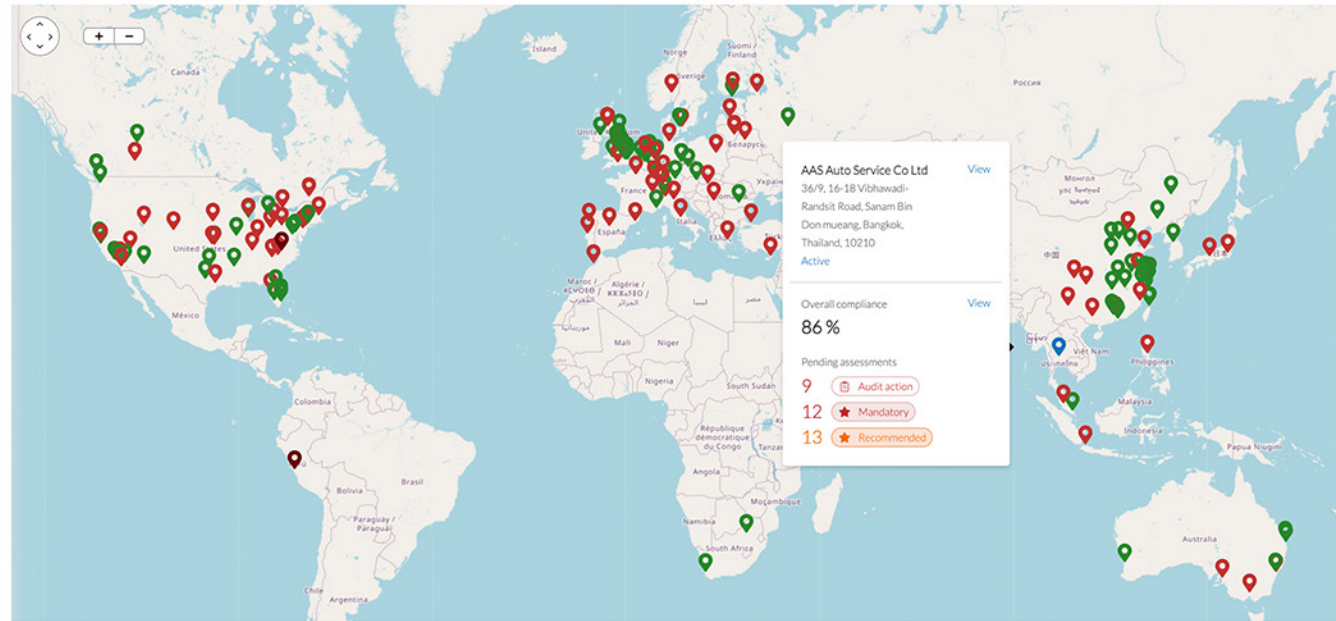
- Global
- Regional
- Country
- Group Outlet
- Single Outlet

Show your network insight in reports, Excel tables, maps or dashboards.

# Advanced Network Mapping

If you want to visualise individual or network wide compliance, performance or KPI data using maps, then MONITRR is perfect. Key features include:

- Analysis by country or regional
- Analysis by network or individual outlet
- Advanced filters: location, outlet type and function, assessment or audit



- Benchmarking analysis
- Large map with zoom capability and colour coding for ease of interpretation
- Automated map view determined by user access rights to save time
- Access via the map to anywhere in MONITRR
- Latitude and longitude data provided direct from Google Maps via API





# Enterprise Data and System Security

MONITRR is designed and built with data privacy and security in mind.

MONITRR's security is tested and verified by independent subject experts, to ensure the highest standards are maintained.

Best practices and protocols are designed to protect MONITRR against three primary threat categories:

## **Data threat or disruption**

## **User misrepresentation**

## **Direct attack**

MONITRR is cloud-based, with access and management by Microsoft Azure on two separate geolocated servers based in the UK.



Microsoft Azure provides on demand scaling of server instances to ensure application speed and responsiveness.

Microsoft Azure provides 31 day incremental point in time backups, with a 99.5% uptime guarantee.

Microsoft Azure performs quarterly vulnerability scanning of MONITRR.

OUTSORC maintains up-to-date internal processes, policies and procedures to support organisation-wide data security and privacy.

OUTSORC and MONITRR compliance to GDPR is independently assessed by a third-party specialist.




# OUTSORC

Network Performance Improvement. **Achieved**

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*"The most dangerous phrase in the  
language is 'we've always done it this way'."*

Grace Hopper