

Actuate Performance Management Customers Save Millions in Less Than a Year

Submitted by: Sarum PR

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Sacramento Municipal Utility District and St. Thomas Elgin General Hospital Each Experience Return on Investment of over \$2 Million

London, UK - Sept 6th , 2011 – Actuate Corporation (NASDAQ: BIRT), The people behind BIRT® and the leader in open source Business Intelligence (BI), today announced that several of its customers are experiencing millions in returns on their Actuate Performance Management deployments. Organisations typically realise only 60 percent of their potential value, due to breakdowns in planning and execution and an overall poor culture of performance measurement. Businesses are failing to provide a unified view of performance across all operational units, a step that is critical if they are to execute according to strategy.

More often than not, products that profess to manage performance provide a disjointed picture, in that they do not identify organisation-wide issues, providing only a siloed, fractured view of performance. This limitation makes it difficult to ascertain progress toward organisational goals - thus making it tough for organisations to realise their strategy.

Actuate Performance Management helps organisations to overcome these planning and execution gaps so they can more effectively align strategy, performance goals and operations. Actuate Performance Management delivers a laser focused line-of-sight for management that spans organisational silos to ensure that executives can:

- Identify problems and inefficiencies
- Launch and track the performance of improvement initiatives
- Capture and repeat best practices
- Align the entire organisation through effective communication of strategy
- Experience tremendous gains in organisational performance.

Two recent customers, Sacramento Municipal Utility District and St. Thomas Elgin General Hospital have demonstrated tremendous ROI using Actuate Performance Management.

Sacramento Municipal Utility District Attains ROI of Over \$2 Million across Locations

The Sacramento Municipal Utility District (SMUD) is a community-owned electric utility serving 592,000 customers and a total population of approximately 1.4 million. It is the sixth-largest public utility in the country, with a 900-square-mile service territory that encompasses Sacramento County and small adjoining portions of Placer County and Yolo County. SMUD began implementing their current Performance Management initiative in 2008, and have since become a leader in the field.

Through its implementation of Actuate's Performance Management, SMUD has experienced significant financial benefits and a high return on its Performance Management efforts, including its software investment. For example, the use of measurement in the distribution area of the company achieved cost

savings through efficiency and optimisation initiatives of \$2.5 to \$3 million in just one year, while increasing the value delivered per budget dollar consumed. Efficiencies are achieved through the use of metrics and working smarter on an ongoing basis (e.g. helping supervisors and employees take a prioritised approach to work selection and better equipping crews in their work). This continuous improvement effort is translating into millions of dollars in real financial savings across the business units at SMUD and a heightened business acumen linking financial performance with operational performance. In the year following SMUD's Actuate Performance Management implementation savings increased \$1,890,000, or 2.6 percent, from the previous year.

Additionally, due to effective management, operating costs decreased by four percent. As SMUD's Performance Management efforts continue to mature, it is anticipated that their efforts will continue to translate data into "metrics that matter" used by supervisors and managers at all levels to help drive the organisation forward. Full details about the success at SMUD are available by downloading the SMUD case study at <http://www.scorecard-exchange.com/se/info/PRQ311BPSWPSMUD>.

St. Thomas Elgin General Hospital - Award Winning ROI

St. Thomas Elgin General Hospital (STEGH) is a 166-bed facility that services the town of St. Thomas, Ontario, Canada and its surrounding regions. The fully accredited hospital provides comprehensive 24-hour coverage in medicine, surgery, OB, pediatrics, anesthesia, emergency and family medicine.

STEGH has been named winner of the prestigious BeyeNETWORK "Vision Award for Business Impact" in the Performance Management category.

As a result of their award winning Actuate Performance Management implementation, STEGH implemented more than 50 projects, totaling \$2.5 million in savings. Additionally, a quality-control council was created to meet weekly and monitor progress, using Actuate Performance Management for major projects and Senior Management Team reporting. By focusing on Performance Management using Actuate's technology, STEGH achieved a \$3.1 million in savings and additional revenue. Overall revenues for STEGH increased \$1,890,000, or 2.6 percent, from the previous year. As a result, STEGH began its fiscal year with a balanced budget. By managing its operating costs effectively, the hospital will be able to meet the health needs of the community.

About Actuate Performance Management

Actuate Performance Management is the industry's most comprehensive business-user driven performance management solution available in the cloud. Delivered as a Software-as-a-Service (SaaS) offering, Actuate Performance Management offers unprecedented flexibility, lower cost of ownership and faster time to value delivering actionable performance insight to everyone in the organisation. Actuate Performance Management is built on ActuateOne, providing a unified suite of products and one user experience regardless of task or skill level. ActuateOne adds rich data visualizations, including interactivity, dashboards, analytics, performance management capabilities and deployment options, helping organisations drive revenue through higher customer satisfaction and improved business performance. For more information, visit the Actuate Performance Management web site at www.scorecard-exchange.com.

Actuate – The people behind BIRT

Actuate founded and co-leads the Eclipse BIRT open source project. ActuateOne is a unified suite of products for rapidly developing and deploying BIRT-based Business Intelligence and Performance Management applications. Applications built with ActuateOne provide one user experience regardless of task or skill level; are supported by one server for any deployment including cloud and are built with one BIRT design that can access and integrate any data source - including high volume print streams. ActuateOne adds rich data visualisations, including interactivity, dashboards, analytics, Performance Management capabilities and deployment options to web and mobile BIRT applications, helping organisations drive revenue through higher customer satisfaction and improved operational performance.

Actuate has over 4,800 customers globally in a diverse range of business areas including financial services and the public sector. Founded in 1993, Actuate is headquartered in San Mateo, California, with offices worldwide. Actuate is listed on NASDAQ under the symbol BIRT. For more information, visit the company's web site at www.actuate.com or visit the BIRT community at www.birt-exchange.com.

PR Contact:

Carina Birt, Sarum PR
PR for Actuate UK
Carina@sarumpr.com
+44 1722 411150