Results
by MassIngenuity®

Results Management System™ and Results Software
Enterprise Performance Management

About Mass Ingenuity

Mass Ingenuity is a SaaS company focused on enterprise performance management (EPM). Our market focus is state and local government where we deliver products and services that integrate strategy and operations. Our Results Software EPM platform is built for government and provides a hub for managing strategic initiatives, daily operations, KPIs, OKRs, and the necessary interfaces to enterprise information systems.

For 14 years, Mass Ingenuity has successfully integrated people, process, and technology for numerous government agencies. Our core purpose is to enable every governmental domain, agency, division, and department to reach their full potential through innovative EPM best practices, tools, and methods.

Mass Ingenuity's understanding of agency needs and our approach to EPM are grounded in our deep government experience. We understand and respect the mission, journey, and challenges facing government agencies and the complex needs of their internal and external stakeholders. Since 2009, we have worked with more than 80 government agencies, including transportation, corrections, health care, human services, revenue, fish and wildlife, retirement systems, treasury, administrative, and various regulatory agencies.

State Government Outcomes We Achieve

- People aligned and focused on what matters most
- Alignment between strategic initiatives and daily operations with a single source of data
- Greater real-time visibility to accurate EPM measures, data, and visual analytics
- Increased employee engagement and innovation in reducing process waste and costs
- Most importantly, improved customer experience and outcomes
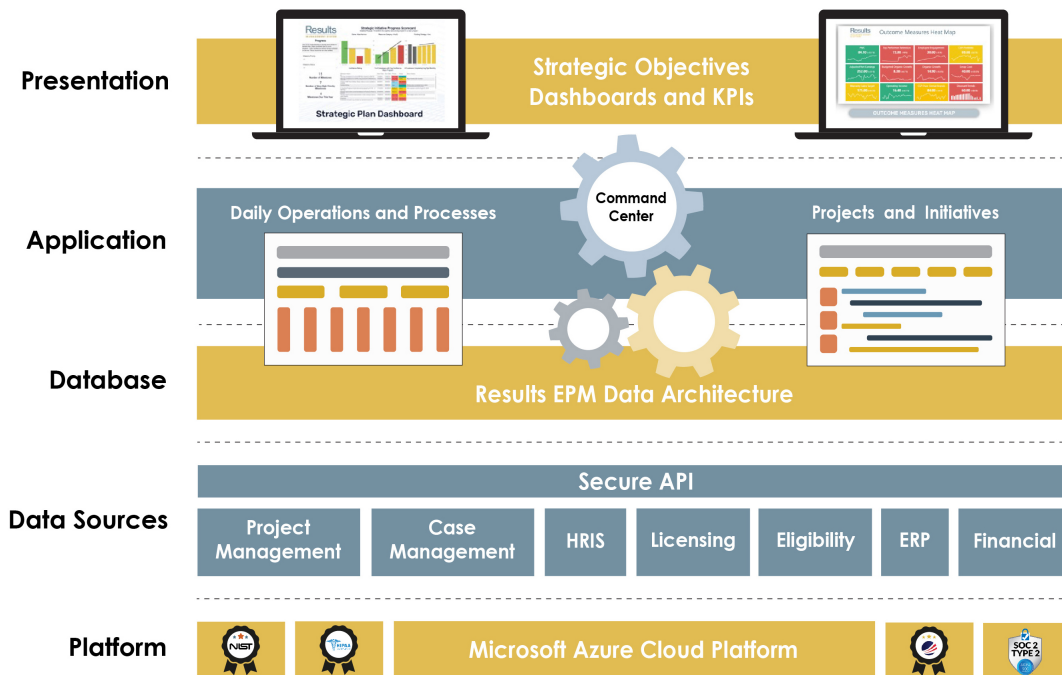
Results Management System

EPM is a framework that aligns an organization's strategy with its operations, strengthens visibility and accountability, enables data-driven decision-making, and ensures intended outcomes. Key EPM components are:

- Operational core process map and measures
- Performance monitoring and reporting
- Risk management and compliance
- Business reviews
- Strategic portfolio health measures
- Analytics and data management
- Organizational change management
- Process improvement problem solving

Results Software

Built on Microsoft® Azure® our Results Software is a dynamic and state-of-the-art platform for managing all EPM measures. The technology stack is robust and includes a presentation layer based on Power BI (and can accept visual analytics from other BI tools). In addition, Results Software is SOC 2 Type II, NIST 800, HIPAA, and ADA compliant with high accessibility.

Results Software Technology Stack

Presentation
Strategic Objectives Dashboards and KPIs
Strategic Plan Dashboard

Application
Daily Operations and Processes — Command Center — Projects and Initiatives

Database
Results EPM Data Architecture

Data Sources
Secure API

| Project Management | Case Management | HRIS | Licensing | Eligibility | ERP | Financial |

Platform
Microsoft Azure Cloud Platform

Mass Ingenuity Clients (partial list)

Arizona Dept. of Corrections	California Dept. of Motor Vehicles
Oregon Dept. of Fish and Wildlife	Oregon Dept. of Human Services
Oregon Dept. of Transportation	Oregon Health Authority
Washington Dept. of Vocational Rehabilitation	Washington Health Care Authority