

# Charts and Reports Samples Created in Spider Impact<sup>®</sup>

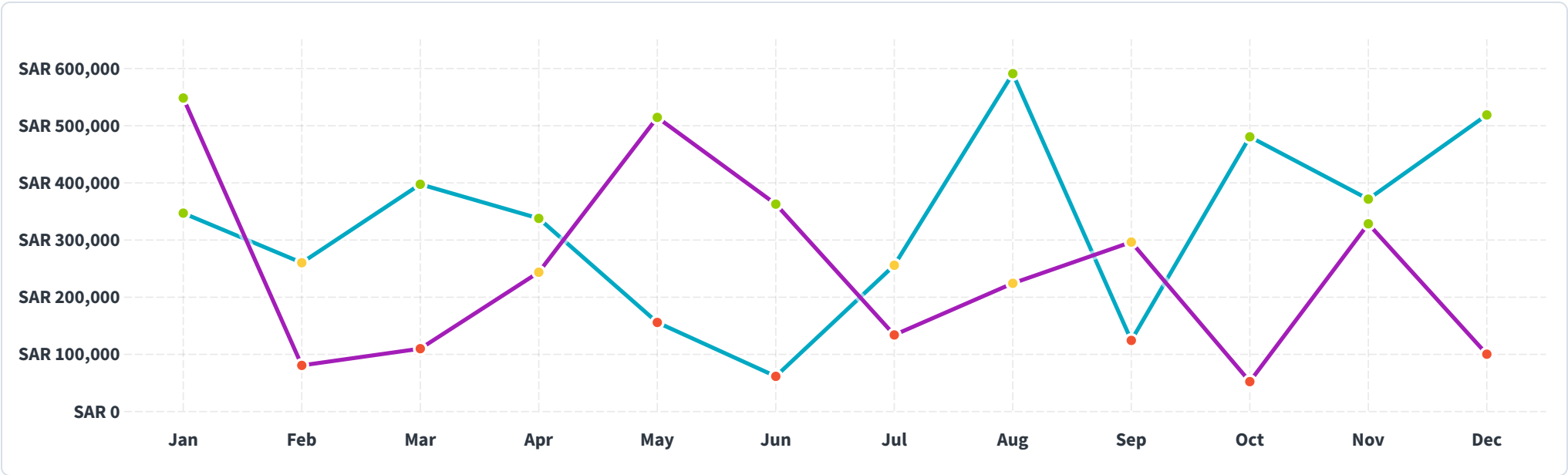
Spider Impact<sup>®</sup> by Spider Strategies<sup>®</sup>

# Finance Annual Measure Data Report

Measure	Series	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Total 2020
Product Revenue	Actual Value	<div><div></div></div> AED 91K	<div><div></div></div> AED 99.7K	<div><div></div></div> AED 101K	<div><div></div></div> AED 103K	<div><div></div></div> AED 111K	<div><div></div></div> AED 116K	<div><div></div></div> AED 122K	<div><div></div></div> AED 126K	<div><div></div></div> AED 137K	<div><div></div></div> AED 140K	<div><div></div></div> AED 142K	<div><div></div></div> AED 153K	<div><div></div></div> AED 1.44M
	Score	0	0	0	0	0	0	0	0	0	0	0	0	0
	Goal	AED 465K	AED 465K	AED 465K	AED 465K	AED 465K	AED 465K	AED 465K	AED 465K	AED 465K	AED 465K	AED 465K	AED 465K	AED 5.58M
	Variance To Goal	-AED 374K	-AED 365K	-AED 364K	-AED 362K	-AED 354K	-AED 349K	-AED 343K	-AED 339K	-AED 328K	-AED 325K	-AED 323K	-AED 312K	-AED 4.14M
Training Revenue	Actual Value	<div><div></div></div> AED 252K	<div><div></div></div> AED 251K	<div><div></div></div> AED 250K	<div><div></div></div> AED 253K	<div><div></div></div> AED 253K	<div><div></div></div> AED 256K	<div><div></div></div> AED 254K	<div><div></div></div> AED 252K	<div><div></div></div> AED 249K	<div><div></div></div> AED 251K	<div><div></div></div> AED 254K	<div><div></div></div> AED 255K	<div><div></div></div> AED 3.03M
	Score	1.5	0.4	0.2	1.9	2.1	4.3	2.4	1.4	0	0.7	3	3.6	1.8
	Goal	AED 260K	AED 260K	AED 260K	AED 260K	AED 260K	AED 260K	AED 260K	AED 260K	AED 260K	AED 260K	AED 260K	AED 260K	AED 3.12M
	Variance To Goal	-AED 7,750	-AED 9,400	-AED 9,650	-AED 7,200	-AED 6,850	-AED 3,550	-AED 6,450	-AED 7,900	-AED 10.6K	-AED 9,000	-AED 5,550	-AED 4,550	-AED 88.4K
Book Revenue	Actual Value	<div><div></div></div> AED 47.5K	<div><div></div></div> AED 46.8K	<div><div></div></div> AED 46.4K	<div><div></div></div> AED 43.3K	<div><div></div></div> AED 43.8K	<div><div></div></div> AED 45K	<div><div></div></div> AED 47.8K	<div><div></div></div> AED 45.8K	<div><div></div></div> AED 44.6K	<div><div></div></div> AED 45.7K	<div><div></div></div> AED 42.5K	<div><div></div></div> AED 43.2K	<div><div></div></div> AED 542K
	Score	10	10	10	8.8	9.2	10	10	10	9.7	10	8.3	8.8	10
	Goal	AED 40K	AED 40K	AED 40K	AED 40K	AED 40K	AED 40K	AED 40K	AED 40K	AED 40K	AED 40K	AED 40K	AED 40K	AED 480K
	Variance To Goal	AED 7,500	AED 6,750	AED 6,400	AED 3,250	AED 3,750	AED 5,000	AED 7,800	AED 5,750	AED 4,550	AED 5,700	AED 2,450	AED 3,200	AED 62.1K
Product Costs	Actual Value	<div><div></div></div> AED 275K	<div><div></div></div> AED 275K	<div><div></div></div> AED 275K	<div><div></div></div> AED 275K	<div><div></div></div> AED 275K	<div><div></div></div> AED 274K	<div><div></div></div> AED 275K	<div><div></div></div> AED 275K	<div><div></div></div> AED 276K	<div><div></div></div> AED 276K	<div><div></div></div> AED 276K	<div><div></div></div> AED 276K	<div><div></div></div> AED 3.3M
	Score	5.9	8	7.5	7.5	7.6	9.6	7.6	5.8	3.5	1.3	3.5	1	5.8
	Goal	AED 275K	AED 275K	AED 275K	AED 275K	AED 275K	AED 275K	AED 275K	AED 275K	AED 275K	AED 275K	AED 275K	AED 275K	AED 3.3M
	Variance To Goal	AED 180	-AED 337	-AED 220	-AED 220	-AED 228	-AED 737	-AED 245	AED 205	AED 780	AED 1,355	AED 796	AED 1,413	AED 2,742

# Net Profit Year Comparison Report

January 2020



PERIOD	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2019	SAR 345,915	SAR 259,163	SAR 396,436	SAR 336,688	SAR 154,720	SAR 60,428	SAR 254,780	SAR 589,947	SAR 123,252	SAR 479,412	SAR 370,395	SAR 517,681
2020	SAR 547,321	SAR 79,566	SAR 108,828	SAR 242,548	SAR 513,370	SAR 361,665	SAR 132,845	SAR 223,198	SAR 295,298	SAR 51,196	SAR 327,287	SAR 99,196

# HR Department Measure Data Report

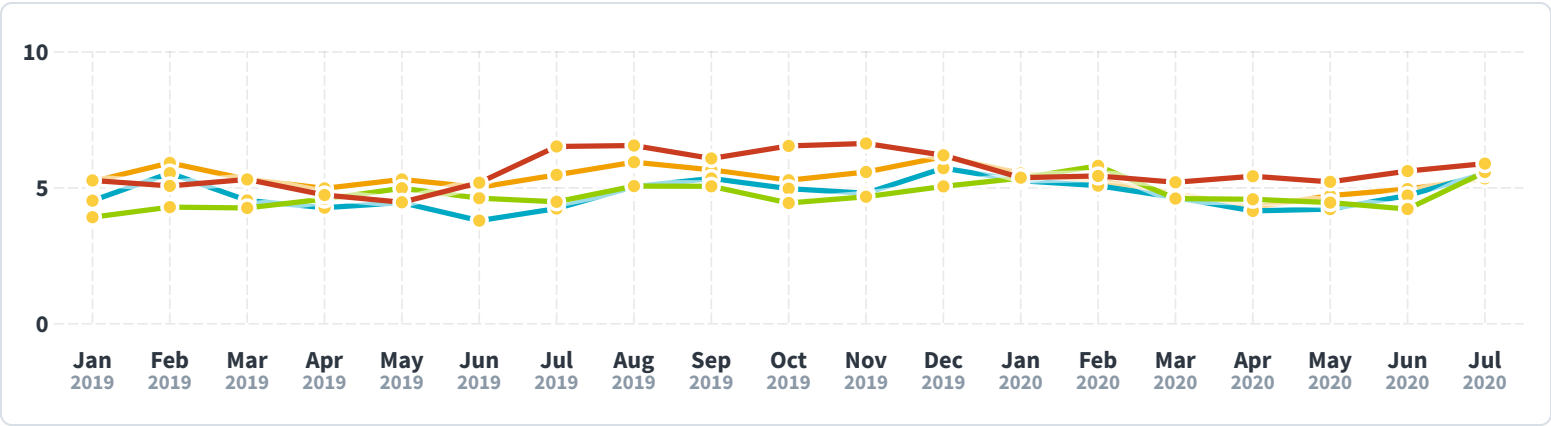
Measure	Series	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Total 2020
Employee Engagement and satisfaction	Actual Value	<div><div></div></div> 67%	<div><div></div></div> 78%	<div><div></div></div> 100%	<div><div></div></div> 22%	<div><div></div></div> 10%	<div><div></div></div> 42%	<div><div></div></div> 100%	<div><div></div></div> 34%	<div><div></div></div> 10%	<div><div></div></div> 8%	<div><div></div></div> 97%	<div><div></div></div> 32%	<div><div></div></div> 50%
	Score	5.22	6.44	8.89	0.22	0	2.44	8.89	1.56	0	0	8.56	1.33	3.33
	Goal	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
	Variance To Goal	-13%	-2%	20%	-58%	-70%	-38%	20%	-46%	-70%	-72%	17%	-48%	-30%
	% Variance To Goal	-16.25%	-2.5%	25%	-72.5%	-87.5%	-47.5%	25%	-57.5%	-87.5%	-90%	21.25%	-60%	-37.5%
	% Toward Goal	83.75%	97.5%	125%	27.5%	12.5%	52.5%	125%	42.5%	12.5%	10%	121%	40%	62.5%
Staff satisfaction rate	Actual Value	<div><div></div></div> 14%	<div><div></div></div> 5%	<div><div></div></div> 90%	<div><div></div></div> 27%	<div><div></div></div> 76%	<div><div></div></div> 89%	<div><div></div></div> 94%	<div><div></div></div> 39%	<div><div></div></div> 1%	<div><div></div></div> 98%	<div><div></div></div> 3%	<div><div></div></div> 85%	<div><div></div></div> 51.75%
	Score	3.74	3.44	6.33	4.18	5.85	6.29	6.46	4.59	3.3	6.6	3.37	6.16	5.03
	Goal	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Variance To Goal	-86%	-95%	-10%	-73%	-24%	-11%	-6%	-61%	-99%	-2%	-97%	-15%	-48.25%
	% Variance To Goal	-86%	-95%	-10%	-73%	-24%	-11%	-6%	-61%	-99%	-2%	-97%	-15%	-48.25%
	% Toward Goal	14%	5%	90%	27%	76%	89%	94%	39%	1%	98%	3%	85%	51.75%
Retention of Employee	Actual Value	<div><div></div></div> 94%	<div><div></div></div> 48%	<div><div></div></div> 14%	<div><div></div></div> 29%	<div><div></div></div> 23%	<div><div></div></div> 39%	<div><div></div></div> 87%	<div><div></div></div> 91%	<div><div></div></div> 48%	<div><div></div></div> 69%	<div><div></div></div> 100%	<div><div></div></div> 45%	<div><div></div></div> 57.25%
	Score	7.6	4.53	2.27	3.27	2.87	3.93	7.13	7.4	4.53	5.93	8	4.33	5.15
	Goal	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
	Variance To Goal	14%	-32%	-66%	-51%	-57%	-41%	7%	11%	-32%	-11%	20%	-35%	-22.75%
	% Variance To Goal	17.5%	-40%	-82.5%	-63.75%	-71.25%	-51.25%	8.75%	13.75%	-40%	-13.75%	25%	-43.75%	-28.44%

# Initiatives Report

Name	ID	Type	Description	Related Items	Organization	Tags	Assigned Users and Groups	Money Spent to Date	Total Budget	Start Date	Due Date	Completion Date	Percent Complete	Is Archived?
Research on Best Practices	29018	Task			Facilities Management			<div><div></div></div> SAR 4,500	<div><div></div></div> SAR 5,000	<div><div></div></div> 2020-02-10	<div><div></div></div> 2020-03-05	2020-03-08	<div><div></div></div> 100%	No
Cost Benefit Analysis	29022	Task			Facilities Management			<div><div></div></div> SAR 9,500	<div><div></div></div> SAR 10K	<div><div></div></div> 2020-05-04	<div><div></div></div> 2020-05-28	2020-05-31	<div><div></div></div> 100%	No
Procurement of Equipment	29020	Task		Number of Trainings on safety	Facilities Management			<div><div></div></div> SAR 103K	<div><div></div></div> SAR 100K	<div><div></div></div> 2020-03-08	<div><div></div></div> 2020-04-13	2020-04-12	<div><div></div></div> 100%	No
Digital Transformation	29023	Task			Facilities Management			<div><div></div></div> SAR 18K	<div><div></div></div> SAR 20K	<div><div></div></div> 2020-05-31	<div><div></div></div> 2020-06-30	2020-06-25	<div><div></div></div> 100%	No
Launch Event	29019	Milestone			Facilities Management			<div><div></div></div> SAR 850	<div><div></div></div> SAR 1,000	<div><div></div></div>	<div><div></div></div> 2020-04-15	2020-04-15	<div><div></div></div> 100%	No
Integration with ServeU's Financial System	29024	Task			Facilities Management			<div><div></div></div> SAR 0	<div><div></div></div> SAR 5,000	<div><div></div></div> 2020-07-01	<div><div></div></div> 2020-07-15		<div><div></div></div>	No
Creation of Flexible Procurement Policy	29025	Task			Facilities Management			<div><div></div></div> SAR 0	<div><div></div></div> SAR 5,000	<div><div></div></div> 2020-07-16	<div><div></div></div> 2020-08-02		<div><div></div></div>	No
Meeting to Discuss Proposal	29026	Milestone			Facilities Management			<div><div></div></div> SAR 0	<div><div></div></div> SAR 1,000	<div><div></div></div>	<div><div></div></div> 2020-08-03		<div><div></div></div>	No
Testing	29027	Task			Facilities Management			<div><div></div></div> SAR 0	<div><div></div></div> SAR 5,000	<div><div></div></div> 2020-08-05	<div><div></div></div> 2020-08-25		<div><div></div></div>	No
Final Review Meeting	29028	Milestone			Facilities Management			<div><div></div></div> SAR 0	<div><div></div></div> SAR 2,000	<div><div></div></div>	<div><div></div></div> 2020-08-27		<div><div></div></div>	No

NAME	AUGUST 2019	SEPTEMBER 2019	OCTOBER 2019	NOVEMBER 2019	DECEMBER 2019	JANUARY 2020	FEBRUARY 2020	MARCH 2020	APRIL 2020	MAY 2020	JUNE 2020	JULY 2020
Google Search Position	<div></div> 7	<div></div> 7	<div></div> 9	<div></div> 7	<div></div> 8	<div></div> 9	<div></div> 9	<div></div> 9	<div></div> 9	<div></div> 7	<div></div> 7	<div></div> 6
AR Days	<div></div> 16	<div></div> 17	<div></div> 19	<div></div> 17	<div></div> 19	<div></div> 17	<div></div> 18	<div></div> 18	<div></div> 16	<div></div> 16	<div></div> 18	<div></div> 20
Twitter Mentions	<div></div> 26	<div></div> 50	<div></div> 13	<div></div> 0	<div></div> 0	<div></div> 8	<div></div> 0	<div></div> 0	<div></div> 0	<div></div> 6	<div></div> 47	<div></div> 54
Facebook Likes	<div></div> 750	<div></div> 680	<div></div> 728	<div></div> 724	<div></div> 648	<div></div> 652	<div></div> 664	<div></div> 654	<div></div> 710	<div></div> 646	<div></div> 554	<div></div> 558
Ad Clicks	<div></div> 1,737	<div></div> 1,737	<div></div> 1,782	<div></div> 1,782	<div></div> 1,962	<div></div> 1,803	<div></div> 1,773	<div></div> 1,557	<div></div> 1,458	<div></div> 1,443	<div></div> 1,362	<div></div> 1,446
Campaign e-Mails Sent	<div></div> 3,244	<div></div> 3,308	<div></div> 3,256	<div></div> 3,275	<div></div> 3,324	<div></div> 3,337	<div></div> 3,401	<div></div> 3,406	<div></div> 3,460	<div></div> 3,462	<div></div> 3,443	<div></div> 3,411
Telesales Calls Completed	<div></div> 403	<div></div> 390	<div></div> 401	<div></div> 398	<div></div> 411	<div></div> 401	<div></div> 399	<div></div> 384	<div></div> 382	<div></div> 386	<div></div> 396	<div></div> 397
Client Meetings	<div></div> 72	<div></div> 78	<div></div> 76	<div></div> 69	<div></div> 70	<div></div> 73	<div></div> 76	<div></div> 71	<div></div> 75	<div></div> 74	<div></div> 68	<div></div> 75
Leads	<div></div> 122	<div></div> 118	<div></div> 119	<div></div> 118	<div></div> 122	<div></div> 123	<div></div> 122	<div></div> 122	<div></div> 119	<div></div> 118	<div></div> 119	<div></div> 117

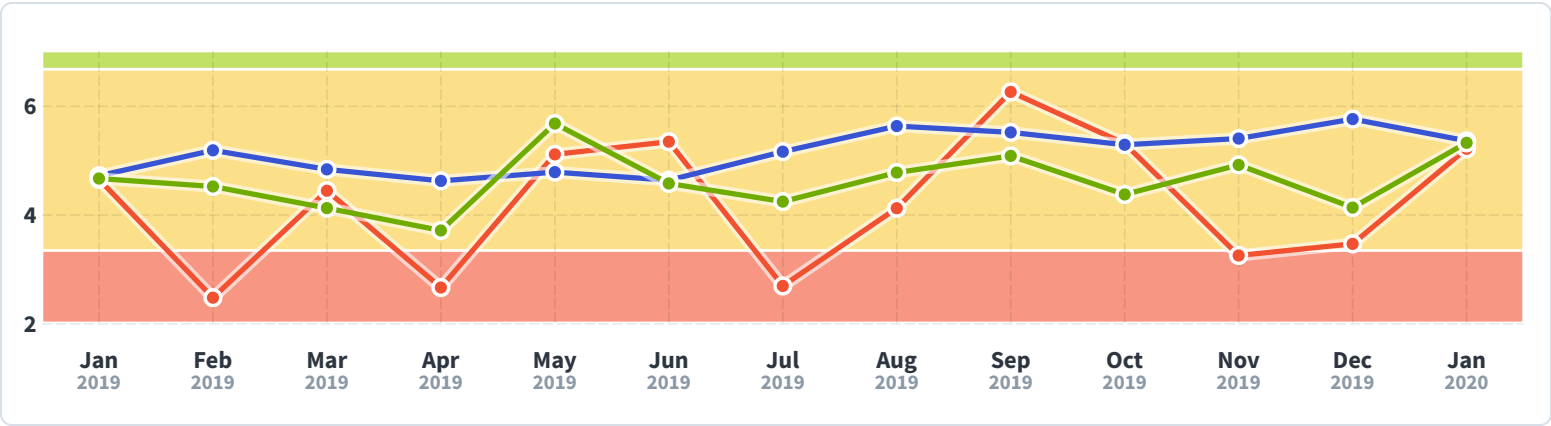
JANUARY 2020								2020
NAME	SCORECARD	SCORE	MEASURE VALUE	VARIANCE TO GOAL	% VARIANCE TO GOAL	THRESHOLDS		YTD
% of Graduate Employment	Education Balanced Scorecard	<div><div></div></div> 2.11	<div><div></div></div> 29%	<div><div></div></div> -41%	<div><div></div></div> -58.57%	<div><div></div></div> Red	<div><div></div></div> 40%	48.08%
						<div><div></div></div> Goal	<div><div></div></div> 70%	
% Increase in participation of disable students	Education Balanced Scorecard	<div><div></div></div> 7.11	<div><div></div></div> 27%	<div><div></div></div> 2%	<div><div></div></div> 8%	<div><div></div></div> Red	<div><div></div></div> 10%	27.92%
						<div><div></div></div> Goal	<div><div></div></div> 25%	
Number Of Media Mention	Education Balanced Scorecard	<div><div></div></div> 7.44	<div><div></div></div> 41	<div><div></div></div> 6	<div><div></div></div> 17.14%	<div><div></div></div> Red	<div><div></div></div> 9	31.67
						<div><div></div></div> Goal	<div><div></div></div> 35	
Attrition rate of online courses	Education Balanced Scorecard	<div><div></div></div> 0	<div><div></div></div> 83%	<div><div></div></div> 43%	<div><div></div></div> 107%	<div><div></div></div> Red	<div><div></div></div> 60%	49.17%
						<div><div></div></div> Goal	<div><div></div></div> 40%	
Course completion rate	Education Balanced Scorecard	<div><div></div></div> 4.44	<div><div></div></div> 70%	<div><div></div></div> -20%	<div><div></div></div> -22.22%	<div><div></div></div> Red	<div><div></div></div> 60%	79.58%
						<div><div></div></div> Goal	<div><div></div></div> 90%	
Admission test scores for entering students	Education Balanced Scorecard	<div><div></div></div> 5.35	<div><div></div></div> 351	<div><div></div></div> -99	<div><div></div></div> -22%	<div><div></div></div> Red	<div><div></div></div> 200	4,597
						<div><div></div></div> Goal	<div><div></div></div> 450	
International students %	Education Balanced Scorecard	<div><div></div></div> 6.97	<div><div></div></div> 29%	<div><div></div></div> 2%	<div><div></div></div> 7.41%	<div><div></div></div> Red	<div><div></div></div> 5%	19.42%
						<div><div></div></div> Goal	<div><div></div></div> 27%	
Student Drop out rate	Education Balanced Scorecard	<div><div></div></div> 2.53	<div><div></div></div> 36%	<div><div></div></div> 31%	<div><div></div></div> 620%	<div><div></div></div> Red	<div><div></div></div> 30%	18.17%
						<div><div></div></div> Goal	<div><div></div></div> 5%	



	ORGANIZATIONAL CAPACITY	INTERNAL PROCESSES	CUSTOMER	FINANCIAL
Jan 2019	5.2	4.5	3.9	5.2
Feb 2019	5.9	5.5	4.3	5.0
Mar 2019	5.3	4.5	4.2	5.3
Apr 2019	4.9	4.2	4.6	4.7
May 2019	5.3	4.4	5.0	4.4
Jun 2019	5.0	3.8	4.6	5.2
Jul 2019	5.4	4.2	4.5	6.5
Aug 2019	5.9	5.0	5.0	6.5
Sep 2019	5.6	5.3	5.0	6.0
Oct 2019	5.2	4.9	4.4	6.5
Nov 2019	5.6	4.8	4.6	6.6
Dec 2019	6.1	5.7	5.0	6.2
Jan 2020	5.5	5.2	5.3	5.3
Feb 2020	5.2	5.0	5.8	5.4
Mar 2020	4.8	4.6	4.6	5.2



JANUARY 2020				
NAME	ID	SCORECARD ITEM TYPE	SCORE	MEASURE VALUE
Asset Utilization Rate	2125	Measure	<div></div> 0.7	<div></div> 67%
Return on Assets	2126	Measure	<div></div> 3.3	<div></div> 3%
Clarity of Offering percentage	1966	Measure	<div></div> 3	<div></div> 78%
Number Fatalities	1976	Measure	<div></div> 3.3	<div></div> 5
Number fatal accidents	1977	Measure	<div></div> 1.7	<div></div> 6
The average revenue per day/per hour	1984	Measure	<div></div> 2	<div></div> AED 8,000
Availability of proper equipment onsite	1954	Measure	<div></div> 2.2	<div></div> 70%
Turnover rate of employees	1988	Measure	<div></div> 3.3	<div></div> 15%



	TRAVEL AND TOURISM BSC	CONSTRUCTION BSC	AUTOMOTIVE BSC
Jan 2019	<div></div> 4.6	<div></div> 4.7	<div></div> 4.7
Feb 2019	<div></div> 2.5	<div></div> 5.2	<div></div> 4.5
Mar 2019	<div></div> 4.4	<div></div> 4.8	<div></div> 4.1
Apr 2019	<div></div> 2.7	<div></div> 4.6	<div></div> 3.7
May 2019	<div></div> 5.1	<div></div> 4.8	<div></div> 5.7
Jun 2019	<div></div> 5.3	<div></div> 4.6	<div></div> 4.6
Jul 2019	<div></div> 2.7	<div></div> 5.1	<div></div> 4.2
Aug 2019	<div></div> 4.1	<div></div> 5.6	<div></div> 4.8
Sep 2019	<div></div> 6.2	<div></div> 5.5	<div></div> 5.1
Oct 2019	<div></div> 5.3	<div></div> 5.3	<div></div> 4.4
Nov 2019	<div></div> 3.2	<div></div> 5.4	<div></div> 4.9
Dec 2019	<div></div> 3.5	<div></div> 5.7	<div></div> 4.1
Jan 2020	<div></div> 5.2	<div></div> 5.3	<div></div> 5.3

NAME	ORGANIZATION	AUGUST 2020	SEPTEMBER 2020
Training Revenue	Financial	<div><div></div></div> AED 252K	<div><div></div></div> AED 249K
Book Revenue	Financial	<div><div></div></div> AED 45.8K	<div><div></div></div> AED 44.6K
Product Costs	Financial	<div><div></div></div> AED 275K	<div><div></div></div> AED 276K
Training Venues	Financial	<div><div></div></div> AED 38K	<div><div></div></div> AED 38.2K
Book Production	Financial	<div><div></div></div> AED 7,439	<div><div></div></div> AED 7,606
% Gross Profit	Financial	<div><div></div></div> 57.4%	<div><div></div></div> 56.8%
Net Operating Profit (before tax)	Financial	<div><div></div></div> AED 68K	<div><div></div></div> AED 61.4K
Facebook Likes	Marketing	<div><div></div></div> 516	<div><div></div></div> 394
Ad Clicks	Marketing	<div><div></div></div> 1,311	<div><div></div></div> 1,278
Client Meetings	Marketing	<div><div></div></div> 78	<div><div></div></div> 75
Average time to answer (seconds)	Customer Support	<div><div></div></div> 5	<div><div></div></div> 6
First call resolution	Customer Support	<div><div></div></div> 73.9%	<div><div></div></div> 67.7%
Transfer rate	Customer Support	<div><div></div></div> 3.1%	<div><div></div></div> 3.2%
Customer Satisfaction Survey	Customer Support	<div><div></div></div> 100%	<div><div></div></div> 99.8%
Customer Churn	Customer Support	<div><div></div></div> 1%	<div><div></div></div> 1.5%
Number of lost customers	Customer Support	<div><div></div></div> 5	<div><div></div></div> 8
Infrequent-Use Customers	Customer Support	<div><div></div></div> 26.6%	<div><div></div></div> 31.1%
On-site Contact Days	Customer Support	<div><div></div></div> 35.2%	<div><div></div></div> 33.2%



# Get in touch with us!



+971 50 5261369

+966 54 1651531



+971 50 5261369



[www.linkedin.com/company/crystal-consulting-group/](https://www.linkedin.com/company/crystal-consulting-group/)



[sales@crystalconsultinggroup.com](mailto:sales@crystalconsultinggroup.com)



[www.crystalconsultinggroup.com](http://www.crystalconsultinggroup.com)



5800-09 Flamingo Villas,  
Ajman Media City, Ajman, UAE



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