



# RMR Management

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# Welcome

- Introduction
- Importance of RMR Management
- Key Performance Indicators
- Astute RMR Reports
- Reporting Standards
- RMR Tracking Table

# Astute Financial Consulting

- Financial and Systems Consulting
- Advanced Reporting Products
- Back Office Services
- CLC Seminar (controller level certification)
- Benchmark Program

# Business Intelligence



## Corporate Performance Management

- ✓ Based on General Ledger
- ✓ Financial Reporting
- ✓ Integrated Analysis Tools
- ✓ Budget and Forecast
- ✓ Advanced Security
- ✓ Report Automation



## Flexible Reporting

- ✓ Based on any Database
- ✓ Operational Reporting
- ✓ SQL / Query Writer
- ✓ Report Linking
- ✓ Report across multiple sources
- ✓ Report Automation

**Combine elements of both tools to create a single comprehensive report!**

# Why Track RMR?

- Value
  - Margins
  - Attrition
  - Present Value of Cash Flow
- KPIs
- Benchmarks

# Key Performance Indicators

- New RMR
- Creation Cost Multiples
- Internal RMR Growth
- Rate Increases
- Gross and Net Attrition
- Resign Success Rates
- RMR at Risk
- RMR Margins

# Astute RMR Reports

- RMR Summary (Roll-Forward)
- Cancellations Summary
- RMR Breakdown
- Resigns Analysis
- RMR Trend Analysis
- AR/RMR Aging (RMR at Risk)
- RMR Audit Information

# RMR Reporting Standards

- RMR Summary
  - New Site RMR
  - Full Site Cancellations
  - Changes on Existing Sites
  - Account Purchases/Sales
- Terminology (RMR Reasons)
- Gross and Net Attrition
  - Simple
  - Weighted

# RMR Tracking Table

- What is the RMR Tracking Table?
- Why is it important?
- How can it be synced to the customer recurring records?

# Contact Information



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