# Professional Services Automation for Increased Project Performance

KeyedIn Projects for the Head of Professional Services
in a Embedded Services Organizations

**KEYEDIN**®

Project success always boils down to resource management – how well are resources allocated and utilized? Do we have the right people assigned to the right projects at the right time? How much work can we take on using the resources we have? What will we need in order to complete all the projects in the pipeline and support company growth objectives? These are questions asked of any professional services leader and a PSA solution might hold the answers.

To deliver the best outcomes on every level, you need a clear, real-time view of project progress, available resources, and financial data. Additionally, it's important to understand which new projects are coming up and exactly which skills and resources are needed to deliver them.

KeyedIn Projects professional services automation software is designed to help top-level managers maximize the business value of their talent and resources. Our cloud-based solution integrates easily with your existing systems and helps allocate the right people to the right projects, maximize billable time, increase capacity available for new projects, and closely control project costs for a full view of projects and resources.

Critically, it can also help you gain a clear view of resourcing requirements for current and future projects and react to unexpected changes much more quickly – which reduces the risk of slipping project timelines. Using KeyedIn Projects, you can see which consultants are available at any given time and create professional development programs to address any skills gaps that may exist in your teams.

> "A significant facet of our success has been a vastly improved ability to understand the true cost of resources applied to a project, and tracking key project parameters to objectives. KeyedIn Projects' staff understood this imperative through their hands-on professional service organization project management experience, and configured the solution to accomplish this."
>
> **Director of Professional Services**

# Features

## SUPPORT FOR RAPID BUSINESS GROWTH

Services professionals are tasked with deploying technology and achieving customer success, all while driving profitable operations that generate revenue for the business. With our solution, you get a more accurate view of your growing project pipeline – and exactly what demands it places on your resources. This means you can recruit the right skills early and form your teams in advance and focus talent development programs on the challenges ahead. You can also plan and refine your development strategy to ensure that your team of consultants continues to offer the right skills to help customers overcome their business challenges.

## GREATER INTELLIGENCE FOR STRATEGIC PLANNING

With KeyedIn Projects, you can use historical data to identify areas for operational improvement and optimize planning for new projects. Accurate forecasts help you deliver on your plan and track budget vs. actuals to always know where you stand. When changes come up, you can model the impact based on different project scenarios, to help you choose the best way forward. You can also enhance your overall business strategy with KeyedIn Projects. Transition to fixed-fee billing for repeatable business processes or bill by time and materials and always ensure you have adequate capacity to meet the demand. Assess the potential profitability of new projects based on customer requirements and past experience and focus on the highest-value work.

## INCREASED CUSTOMER SATISFACTION

With KeyedIn Projects, you can see which resources have been allocated to particular tasks and look at billable hours against projected outcome for each consultant in real-time, so you know your margins aren't in jeopardy. With detailed, real-time project information, you can also reduce the risk of project delays and wasted time and ensure that every team member is assigned to the right project. Quickly identify and address red flags before they become problematic.

## STRATEGIC SKILLS DEVELOPMENT

KeyedIn Projects gives you a detailed overview of each team member's skills and experience, helping you identify skills gaps quickly and easily. Based on this insight, you can implement development strategies that add real value to clients and help you differentiate your service offerings.

> 48% of professional services organizations are unable to report on the skills and experience of available consultants, making it harder to deploy the right resources to the right projects at the right time.
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> Aberdeen Report, Project Management in Professional Services

## About KeyedIn Projects

KeyedIn Projects is a supremely flexible solution used by ESOs for managing project delivery, profitability and resource deployment – all from a single platform that provides a comprehensive view of the status of every project. Used by project managers, boardroom decision-makers and frontline users, KeyedIn Projects increases success rates and profit margins; enables better decisions about project selection, planning and prioritization; and optimizes resource usage across the entire organization.

Visit **https://www.keyedin.com** to learn more.