

Enterprise Solutions for Consulting Companies

The business processes within consultancies that provide knowledge-intensive services on a project basis to their customers are supported by Deltek's solutions



- 04 Business pains
- 05 Client gains
- 06 Industry focus creates results
- 07 Understanding your
business processes
- 08 Your business processes
and how we support them
- 11 Our services

Enterprise Solutions for Consulting Companies

Know more.
Do more.

Business pains

Know more.
Do more.
Profit more.

For decades, we have provided enterprise solutions that deliver the actionable insight, clarity and control, which consulting companies need to drive their business forward.

This collaboration has given us in-depth knowledge of consulting services companies, and enables us to provide expert advice to help you know more and do more.

Do you have the tools and processes that will enable you to **price projects correctly and secure transparency** of actual costs and profit margins?

Do you know **the impact of a 1% increase in utilization rates** for your billable consultants on revenue/gross profit?

Are your efforts to **deliver projects** on time, within scope, and within budget supported by your business solution?

Can you monitor project profitability and billable utilization, and is project WIP calculated automatically from **actual project data**?

Can you **reduce Days Sales Outstanding**, if your Project Management system and back-office are not integrated?

Do you have access to the right data at the right time to enable **better decision-making**?

Client gains

“Add energy group selected Deltek enterprise solutions because the solutions aptly fulfil our needs for time capture, project follow-up, financial management, reporting and usability. Furthermore, the solutions take our expansion strategy and integration of new companies into account.”

Harald Justnæs, CFO, add energy group

“We have found a system in Deltek enterprise solutions that not only supports our global accounting challenges, but also offers great dashboard and reporting capabilities that will help our managers plan our resources across all of our offices globally.”

Rob Bothe, CFO, Opera Solutions

“Deltek has a strong understanding of the professional services industry, and this expertise is fully integrated in the financial and resource management solutions we have selected. This allows us to handle project management, resource planning, advanced business intelligence and all back-office processes using the same system.”

Todd Erlich, COO, BTS USA

“We selected Deltek enterprise solutions, and now around 70 consultants work with the solution. We were very pleased with the implementation of the Deltek enterprise solutions.”

Johan Kluin, Controller, KplusV

Industry focus creates results



“Consultants couldn’t get the latest information on their clients without going through finance, and sometimes it could take five days to get the reports back out to them.”

Denise Proctor, CFO, FMI

FMI needed a solution that understood the challenges of the consulting industry. With Deltek’s enterprise solutions, FMI found a system that improved its way of doing business – without requiring significant customization.

FMI consultants, the front line to all of their clients, pride themselves on offering an exceptional client experience. FMI believes so strongly in their ability to provide an outstanding customer experience that they offer a moneyback guarantee if the client is not satisfied.

However, FMI’s inability to provide consultants with the most up to date information was straining their client relationship. For example, a consultant might call a client to check on the status of a payment, only to learn that it had been received by accounting two days earlier.

“Consultants couldn’t get the latest information on their clients without going through finance, and sometimes it could take five days to get the reports back out to them,” says Denise Proctor, CFO, FMI. “That doesn’t work when you

need the latest information.”

Another challenge FMI had was with receivables over 120 days old, which were 19% of revenue totals.

“We knew that the receivables number was holding us back. We needed to get that number down,” explains Proctor. The high percentage of old receivables had a significant impact on cash flows. Consultants are only paid when the money is collected from clients, so not only was FMI incurring a cash flow problem, but individual consultants were suffering from the high receivable number.

It was clear that FMI needed to decrease their receivables, increase cash-flow, better support their consultants and relieve their overburdened accounting department. They set out to find the software solution that could accomplish these goals. Accordingly, FMI created a task force and a list of over 150 system requirements in order to guide their selection process.

“The most important requirement was a flexible invoicing system,” says CFO Denise Proctor. “We invoice in a number of different ways for all of our business groups, and we didn’t want accounting to have to do a lot of work on the back end.”

Understanding your business processes

Any consultancy can agree that the ability to understand and respond to structural shifts in the market, and improve risk management capabilities, are fundamental considerations when you plan the course for future growth.

In order to secure project profitability, it is essential that you deliver projects on time, within scope, and on budget. To do this, your business solution must support every step of the project lifecycle. Having worked closely with Consulting companies for decades, we have incorporated the best practices of these organizations in our business solutions.

To build a strong pipeline and win new business, consultancies need a solution that supports the

entire organization from the opportunity phase, to project and resource planning, to project execution, and closing. Being able to price projects correctly – and win them – has a huge impact on subsequent project delivery, billing, and resulting profit margins.

Having the right tools, supporting everybody across the organization in the execution phase, will increase the chance of successful delivery. When all data is available in real-time, it is easy to monitor progress, profitability, and utilization. When front-office and back-office processes and workflows are integrated into ONE solution, you can improve your cash flow.

Finally our business performance management solutions aggregate information from many sources to deliver the insight and clarity you need to make better real-time decisions and to measure the health of your business.

Know more.
Do more.
Win more.



Your business processes and how we support them

“We have decided to streamline our operations by implementing Deltek’s enterprise solutions. The integrated solution from Deltek includes a lot of software industry-specific features along with the international setup we need.”

Fredrik Gottfridsson, CEO,
PocketMobile

Business Acquisition and Project Initiation

Many consultancies lose money in the transition phase from opportunity-to-project. But if you have the right tools, which can effectively tie together your business acquisition and project initiation processes, and ease hand-over between your sales force and consultants, then you can facilitate collaboration, and empower your team to fully leverage their collective knowledge to win new business.

In our business solution, sales processes and project management tools are seamlessly integrated, which means you can price projects based on budgets and estimates in the sales phase, and transfer the data directly to the project. Administration time can be dramatically reduced and you will have full control over you pipeline.

You are enabled to:

- Track your pipeline from opportunity to project
- Manage opportunities, client and all project details in a single repository
- Streamline project initiation
- Make accurate forecasts of upcoming revenue
- Manage future capacity and resource requirements based on the pipeline

Project and Resource Planning

To ensure profitability and high utilization rates throughout the project lifecycle, your project and resource plans must be in place when you kick off the project. Otherwise, execution and subsequent phases will be based on ‘guesstimates’. When your project management and resource planning tools are completely integrated, you are able to improve the overall accuracy of pricing, planning, staffing, budgeting, and subsequent project execution. You can also provide visibility of project milestones to all project stakeholders.

You can:

- Get a real-time overview of capacity and resources
- Spot people with available time
- Get the complete project overview including a complete WBS
- Access the total budget, updated cost-to-date and remaining budget
- Optimize resource planning based on real-time overview of availability
- Forecast future capacity needs based on future projects in the pipeline



Budgeting and resource planning

If a large part of your revenue originates from fixed price projects, it is essential for profitability that you deliver services and projects on time, within scope, and within budget. When your estimates and plans are in place, it becomes much easier to manage project delivery. When your consultants can enter time and expenses directly on the project, you can increase the number of hours accounted for and evaluate work in progress.

All data is immediately available throughout the system because the time and expense features are fully integrated with financials, project and resource management tools.

You are enabled to:

- Approve requisitions, budgets, time sheets, and expenses online
- Capture key delivery and billing milestones based on the plan
- Monitor project progress with readily available status reports
- Keep close control of project performance, cost, revenues, labor as well as other resources

Monitor Progress and Utilization

You always need a complete overview of the financial status of your projects. With on-line access to real-time reports and analytics you can drill down to the details on project performance. At any time you can follow up on the hours and costs, estimate time to completion, monitor billable utilization, and check up on invoices. With the right tools in place, you can proactively handle risks and contingencies.

Integrating between sales processes, time registration, project management, resource planning and back-office financial management tools, and reporting gives you instant transparency and saves your entire organization a lot of manual work.

You get:

- Details on project Work in Progress and Estimated time to Completion based on actual registrations
- A complete resource overview based on current bookings and future availability
- Budget versus actuals data by project

“Business consolidation will be much easier for us since all data automatically flow from each subsidiary to the parent company using strong Deltak backoffice functionality.”

Patricia Emmel, CFO,
Devoteam Group



“The strong intercompany functionality in Deltek’s enterprise solutions means that we’ll always know what’s going on in our subsidiaries around the world. Since everybody in the company will work in the system, it will be much easier for us to consolidate all business data just seconds after they have been entered into the system somewhere in the world.”

Claudio Arts, Finance Manager,
Quintiq

Project Economy

To drive profitability in any consultancy, it is imperative that you minimize the time lag between when a billable hour of work is completed and when it is invoiced and subsequently paid by the customer. This is why the workflow from time and expense entry and approval to customer billing is completely integrated in one solution – to help you reduce the time working capital is tied up.

Even organizations with multiple geographic entities using different currencies can use consolidated realtime data for informed decision-making.

You are able to:

- Manage full financial back-office functions including AP, AR, General Ledger, Fixed Assets, Banking, and Reporting
- Ensure exact and precise time capture at time of execution
- Get the books accrued and closed fast and at low cost
- Get WIP evaluated fast and accurately based on actuals
- Consolidate data from multiple companies

Reporting and Business Intelligence

The single largest obstacle in making fact based decisions is if data is not readily available. It can be business critical when you spend your time on manually retrieving, consolidating and reconciling data from disparate sources instead of focusing on managing your business and giving people the knowledge they need to deliver on their goals.

Each role needs access to different perspectives based on a fully integrated system. You can have the required information in a single dashboard and be able to link easily to performance and efficiency monitors. Knowledge retention and innovation based on fact-based business management allows for better internal management and ultimately better service delivery to the client.

You have access to:

- Role-based dashboards
- Web-based, standard reports with extensive drill-down functionality
- Tools for building queries and reports through a quick selection of rows and columns
- Reports can be shown as tables, pie charts bar charts, or results can be exported to spreadsheets for further processing



Our services

Consulting services

At Deltek, our goal is to deliver the best software solutions designed specifically for Professional Services Firms. Meeting that goal requires more than just delivering unrivalled software to better manage project resources and project results.

After all, great software applied poorly doesn't help you achieve your business goals. Success requires that we also cultivate the right level of expertise to help you apply that software in the most appropriate ways for your industry and company-specific needs.

> deltek.com/services

Customer Care

Effective and reliable customer care can make all the difference in your ability to compete effectively and grow your business.

At Deltek we realize that our success is mutual. Deltek's experienced support personnel, with more than two decades of industry and client-side experience, utilize Deltek's advanced diagnostic tools and proven support procedures to identify and isolate issues quickly, so that your systems are consistently operating at high availability with minimal disruption.

> deltek.com/customer-care

Deltek University

One of the most important indicators of the success of a software implementation is the ability of employees to readily adapt to new products and processes.

Education is the foundation for building the necessary knowledge and skills to achieve this goal. Deltek University provides education to maximize your Deltek investment and minimize project risk. We have over two decades of experience of providing consistent, high quality education, with a commitment to make you successful.

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- Implement solutions faster at reduced cost
 - Mitigate project and business risks
 - Decrease support costs with faster acceptance among users
 - Achieve operational excellence and growth
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> deltek.com/university

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Deltek (Nasdaq: PROJ) is the leading global provider of enterprise software and information solutions for professional services firms, government contractors, and government agencies. For decades, we have delivered actionable insight that empowers our customers to unlock their business potential. Over 14,500 organizations and 1.8 million users in approximately 80 countries around the world rely on Deltek to research and identify opportunities, win new business, optimize resources, streamline operations, and deliver more profitable projects.

Deltek – Know more. Do more.®
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