



We Help Services Organizations
Get Better At What They Do

The Challenge

As a Consulting or Professional Services leader you need comprehensive and integrated information to manage your business. At the same time, you have tens, hundreds, if not thousands of resources out working on critical client related projects. You need a cost effective mechanism to garner the information you need – without over burdening your client facing resource.

The Solution

Every business transformation project involves a ‘life cycle’ of effort, from defining requirements to making the solution work effectively and efficiently for your operation. RTM Consulting brings decades of experience and a proven approach for the Professional Services Automation buyer to help them make the best buying decision, implement their choice of tool(s) successfully and maximize their return on investment.

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Professional Services Automation (PSA) Consulting Case Study

RTM Consulting Assists Bentley Systems in Driving Greater Value from Its PSA Investment for Continued Improvements in Billable Utilization and Project Profitability

Who We Are

RTM Consulting provides strategic and operational advisory services to technology companies and other industries to assist them in increasing revenues and growing margins by leveraging consulting, professional, support and field services more effectively.

Client Situation

Bentley’s rapidly growing professional services organization implements a broad range of solutions for a diverse and complex customer and product base around the world. Having recently deployed a resource management office (RMO) to drive improvement in billable utilization and services profitability, the organization still had concerns that their current technology infrastructure was insufficient.

The Solution

RTM Consulting provided Bentley with an objective assessment of its current automation and tools. The infrastructure was fragmented, resulting in a high degree of manual effort, insufficient functionality and lacking centralized access to critical operational and strategic organizational data. From this assessment, RTM Consulting was able to provide Bentley with:

- ▶ Strategy services including requirements definition, RFP management and PSA vendor selection.
- ▶ Implementation services including assisting with process improvement and change management to ensure success from a people, process and technology perspective.
- ▶ Optimization services including process alignment, organizational adoption and value realization.

The Result

By leveraging RTM Consulting’s PSA Consulting Services, Bentley was able to implement a fully functional PSA solution. The PSA application was made a central part of the technology ecosystem and Bentley redefined processes, data flows and system functionality. As a result, the PSA investment has contributed to very positive results for the PS organization:

- ▶ Improved insight into resource forecasting and advance planning.
- ▶ Billable utilization continues to improve through a combination of PSA and process improvement. 7 points in the last 2 years.
- ▶ Enabling rapid team growth: Last three years, services revenue up 58%, consulting headcount increased by over 100 HC.
- ▶ With increased efficiency in project administration, reporting and invoicing, focus has now shifted from tactical activities to strategic, value added activities.

“RTM Consulting helped us throughout the entire life cycle of our journey. From selecting the right vendor to playing a key role in driving change management, RTMC’s knowledge and expertise was a key factor in our success.”

--David McKenney, Vice President, Bentley Systems