



We Help Services Organizations
Get Better At What They Do

Resource Management Case Study

mPortal Leverages RTM Consulting's Resource Management as a Service (RMaaS) for the SMB to Improve Resource Management Effectiveness

The Challenge

Utilization of human capital is the largest financial lever for controlling professional services costs. The math is simple. For a typical 25 person services organization in an SMB, 5 points of utilization equates to approximately one-quarter of a million dollars to the bottom line. Services organizations that don't consistently achieve target utilization levels are usually experiencing a lack of disciplined resource management (RM) practices, poor tools and infrastructure, underinvestment or some combination of all three. Effective RM is also a substantial contributor to effective project performance and employee morale.

The Solution

RMaaS for the SMB provides a cost-effective solution for services organizations needing more consistent and effective resource management. By utilizing RMaaS, services organizations can accelerate time to achieving the benefits of predictable utilization and improved project performance.

RTM Consulting's RM experts build the right processes, align these processes to supporting automation solutions, drive effective change management, and then operationalize a proven solution for effective RM.

Contact Us:

www.RTMConsulting.net
855.786.2555 (855.RTMC555)
info@RTMConsulting.net

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

mPortal is a mobile technology company that also provides a wide range of services to Tier 1 clients. As the services business continued to grow, the approach to resource management remained decentralized and mostly customer account based. Lack of a centralized resourcing model and no structured way to share resources across practices left mPortal limited in their ability to grow and adapt to changes in their business. mPortal looked to RTM Consulting for help.

The Solution

mPortal engaged RTM Consulting to leverage RMaaS for the SMB to build and execute more effective approaches to resource management. This included:

- ▶ Utilizing RTM Consulting's *Just-in-Time Resourcing*® solution as a guide to baseline gaps in capabilities.
- ▶ Taking a leadership role in developing and executing a global, centralized resource management function for all delivery practices.
- ▶ Developing processes and educating the delivery team on how to analyze resource management needs and implement needed staffing changes.

The Result

By leveraging RTM Consulting's RMaaS solution and resource management experts, mPortal has been able to improve overall resource management processes and staffing execution. With RMaaS, mPortal achieved the following benefits:

- ▶ Accelerated shift to a centralized staffing model in weeks, not months, improving overall use of on-board resources and project performance.
- ▶ The collective team was able to identify future changes to staffing requirements and make decisions. This allowed some practices to grow more quickly, while others were able to more proactively manage their labor costs.
- ▶ Time to staff newly sold initiatives was greatly reduced through better lead times to hire or the utilization of resources across practices. This gave practice leaders more confidence to sell.
- ▶ More effective change management for organizational acceptance of new RM processes.