



We Help Services Organizations
Get Better At What They Do

Resource Management Case Study

Guidewire partners with RTM Consulting to Improve
Resource Forecasting and Drive Predictable and Balanced
Resource Utilization

The Challenge

Outside of project margins, utilization of human capital is the largest lever for impacting professional services organizations. The math is simple. For a 100 person services organization, 5 points of utilization equates to approximately \$1 million to the bottom line.

Services organizations that don't consistently achieve target utilization levels are usually plagued with a lack of disciplined practices, poor tools and infrastructure, underinvestment or some combination of all three.

The Solution

RTM Consulting believes utilization is critical in periods of growth as well as contraction. In our experience, poor utilization is not as simple as having too many resources for too little work. Through the effective management of your resources, RTMC believes you can achieve significant improvements in profitability, employee retention, and career development. It is about getting **the right person in the right place at the right time.**

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Who We Are

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

Client Situation

Guidewire, a provider of software products to Property and Casualty insurers, has over 300 global customers and supports over 550 core product implementations. The Professional Services organization of Guidewire wanted to improve its resource forecasting to ensure more definitive planning, better execute capacity planning at various levels and roles to support aligning supply and demand, and support organizational growth with better visibility and transparency in their data to measure and track business patterns. Guidewire PS needed to better understand how to design and deploy a centralized resource management office (RMO).

The Solution

Guidewire engaged RTM Consulting to...

- ▶ Design a centralized, global RMO leveraging RTM Consulting's *Just-in-Time Resourcing*® solution
- ▶ Build out and operationalize the organization, processes and supporting technology to increase time to value
- ▶ Coach and mentor new resource management team members to accelerate their time to productivity

The Result

By leveraging RTM Consulting's resource management expertise, Guidewire made tremendous progress with data cleanup and standardizing processes around staffing resources.

- ▶ With greater visibility, forecasting resource needs has improved and they can provide timely and effective management reporting to help drive strategic organizational decisions
- ▶ More predictable and balanced utilization across the resource pool has driven lower resource cost for service delivery
- ▶ Timely project start-times and the ability to backfill positions in less time has led to new high levels of customer satisfaction
- ▶ Improved employee satisfaction

"RTM Consulting is the industry leader when it comes to Resource Management so it was important that we establish our global resource management office with the right foundation of leading practices and the consultation, training and support from the experts in the field."

--Jeff Sontheimer, Vice President, Global Services Enablement, Guidewire