



We Help Services Organizations  
Get Better At What They Do

### ***The Challenge***

How much is 1% of billable utilization worth? How about 5%?

Billable utilization is not just a good operational metric; it is an essential measure to the bottom line health of your services organization. A 5% improvement to a 100-resource services organization can generate a \$1M - \$2M annual improvement to your bottom line profitability.

### ***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, RTM Consulting 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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## Resource Management Case Study

A technology systems integration company improves billable utilization by 23% and decreases operating overhead as a result of RTM Consulting's Just-in-Time Resourcing® (JITR) solution.

### **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 and support services more effectively.

### **Client Situation**

A Systems Integration company serving federal, state, and local government experienced significant revenue growth. Revenue growth was coupled with: 1) an expansion in the breadth of capabilities provided to the market; and 2) an increase in the size of the consulting and professional services resource pool. These rapidly changing dynamics put downward pressure on utilization and consequently operating margins.

As demand for the different capabilities fluctuated, resource utilization and associated margins began to shift significantly from month to month. What had been a steady profit engine had turned into a daily challenge for the organization.

### **The Solution**

**The company turned to RTM Consulting to implement its Just-in-Time Resourcing® (JITR) solution.** Implementing JITR has provided a systematic capability to quickly:

- ▶ Understand the skills and capabilities of all its personnel – helping to identify additional candidates for open roles
- ▶ Identify available resources for open needs – and support the movement of resources across the portfolio
- ▶ Forecast future needs – both the quantity and skill set requirements – to enable it to proactively adapt to changes in market demand and avoid the ebbs and flows of utilization

### **The Result**

**The company experienced a 23% improvement in billable utilization and a 25% decrease in operating overhead as a result of RTMC's Just-in-Time Resourcing® (JITR) solution.** Additional benefits include:

- ▶ Surpassed organizational utilization target by the second month and have met or exceeded the target in each subsequent month.
- ▶ Improved employee satisfaction and career development
- ▶ Reduced management involvement with the resourcing process