



Resource Management Case Study

We Help Services Organizations
Get Better At What They Do

TriZetto Increases Billable Utilization with Just-in-Time
Resourcing® – Representing a 7.5X ROI

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.***

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

TriZetto's Professional Services organization had experienced significant growth. Growth was achieved through a combination of organic revenue growth and the roll-up of a number of Services organizations acquired with other software firms.

These dynamics created an opportunity to gain greater leverage of the Services personnel across a multitude of opportunities – coupled with the challenges associated with getting these resources trained on a variety of technologies.

As demand grew, TriZetto found that its resource management processes were being taxed – resulting in an opportunity to revamp processes and drive improvements in revenue generating utilization.

The Solution

TriZetto turned to RTM Consulting to implement its Just-in-Time Resourcing® (JITR) solution. Implementing JITR has provided TriZetto with 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 fluid 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

TriZetto has achieved a significant improvement in billable utilization as a result of RTM Consulting's Just-in-Time Resourcing® (JITR) solution – representing an annualized 7.5x ROI and a 3.5x return on their investment in the first year alone.

Additional benefits include:

- ▶ Enabled more accurate revenue forecasting
- ▶ Reduced management involvement with the resourcing process
- ▶ Increased visibility to future resourcing needs enabling the alignment of training, hiring, and 3rd party contracting

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