



We Help Services Organizations
Get Better At What They Do

The Challenge

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

PSOs that do not 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. Poor utilization is not as simple as having too many resources for too little work. Through the effective management of your resources, you can achieve significant improvements in profitability, employee retention and career development.

RMaaS is a new solution emerging that can provide PSOs with consistent and effective resource management. By utilizing this new form of business process outsourcing your services organization can achieve the benefits of predictable utilization and improved project performance.

Contact Us:

www.RTMConsulting.net

855.786.2555 (855.RTMC555)

info@RTMConsulting.net

Resource Management as a Service (RMaaS)

Our mission is to help consulting, professional and support services organizations get better at what they do

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.

Resource Management as a Service (RMaaS)

The key to a healthy and profitable delivery organization begins with effective Resource Management (RM). RMaaS provides a fast, flexible and highly functional turnkey solution for PSOs, bringing all the functional scope of a centrally managed Resource Management function, utilizing our unique solution for Resource Management – Just-in-Time Resourcing®. RMaaS solution components include:

Skills Inventory

- ▶ It starts with knowing what and where the capability and capacity of your delivery team is and keeping this information current and accurate. The skills inventory is ideally enterprise wide, enabling you to access the right talent across the organization.

Centralized Staffing

- ▶ Staffing is the continuous process of matching available delivery resources for all active and potential projects. This process replaces the all too common decentralized approaches which are labor intensive and often result in “dialing for resources” to see who is available.

Forecasting

- ▶ What is the resource requirement outlook for the next 30 days? Three months? Six months? Lead times for recruiting, hiring and retraining human capital do not always coincide with project needs. Forecasting your resourcing needs is as imperative as forecasting your revenue.

Candidate Sourcing & Development

- ▶ Once the resource needs are defined the organization can target the right actions to recruit, hire or contract the *right* resources. With a comprehensive, centralized view of resource needs over a given time horizon, strategic sourcing analysis and planning can occur to gain control over longer term labor costs.

IT / PSA Infrastructure

- ▶ For organizations larger than 50 - 75 resources and distributed across multiple geographies, automation is essential, and can be highly beneficial for organizations under 50 as well.

Governance

- ▶ Like any other mission critical business process, the establishment of appropriate interlocks, metrics, dashboards, corrective action and continuous improvement processes are necessary to achieve consistent and predictable results.