



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 person 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 Practice

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 Practice**

RTM Consulting's Resource Management Practice works with services organizations to "*get the right person, in the right place, at the right time.*" Our Just-in-Time-Resourcing® (JITR) solution is designed to help you effectively align the supply of resources with future demand. Our Practice has helped organizations drive billable utilization improvements of 5-20 percent – saving millions of dollars annually.

Key components of JITR include:

#### **Characterizing Supply**

- ▶ Defining a comprehensive Skills Inventory to understand the capabilities of the resource pool
- ▶ Processing Staffing Requests to move resources to areas of need

#### **Characterizing Demand**

- ▶ Forecasting current and future resource and skill needs

#### **Managing Talent**

- ▶ Sourcing Candidates to meet open needs and Developing Resources to meet future skill requirements

#### **Enabling / Automating**

- ▶ Leveraging Technology to support the process

#### **Ensuring Compliance**

- ▶ Executing Process Governance to ensure continual improvement

### **Get Started**

RTM Consulting's Resource Management Practice works with its clients to accelerate business success in a number of ways. Our services range from:

- ▶ *Assess and Architect Engagement* to evaluate current processes against industry leading practices
- ▶ *Build and Refine Engagement* to develop and implement enhanced Resource Management capabilities
- ▶ *Operate Engagement* to outsource the Resource Management function in order to cost effectively execute RM processes and accelerate the timeframe to benefit attainment