



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 services organizations get better at what they do

Resource Management Practice Highlights

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.

Better resource management is also proven to improve a broad array of other human capital dependent services and related business outcomes. These benefits include better project performance, improved customer experience, and even enhanced employee engagement and morale.

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 outcomes 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