

Streamlining Professional Services Management

Professional Service firms help their clients achieve world class management. However many such firms' own internal systems are lacking. There are many reasons: flexible client service does not lend itself to repetitive workflow; approaches to revenue recognition and invoicing are often situation-specific; consultants can take varying sales, delivery & management roles with each project and do not fit the rigid role-based authorisation model imposed by many other enterprise systems.

The challenge

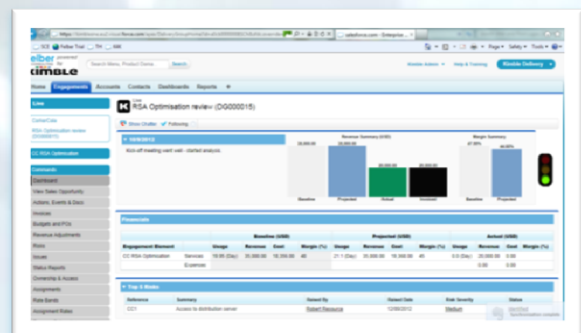
This means that most professional service firms develop a mishmash of systems, typically featuring spreadsheets as the glue that integrates financial management, time & expenses, rate cards, resource management, QA and knowledge sharing systems. Systems are not integrated and run on different assumptions: it is difficult to identify the current status of an engagement or even a client account.

Although critical success factors for such firms are well appreciated - utilisation, balanced pipeline, balanced workload, tight cash-flow, attention to margins - it is difficult to get a consistent approach to measuring and managing these aspects. Furthermore, different cultures, services & products and client industries have different requirements.

How can we help?

Felber Consulting supports IT and Professional Service businesses – from

embedded teams to branded consultancies – to grow and develop their Practice capabilities. We have partnered with Kimble Applications to implement their leading Professional Services Automation (PSA) solution, Kimble™. We take a structured approach, identifying our clients' competitive advantages and helping them configure their systems to enhance capability, reduce variability and cut management distraction and cost.



Typical benefits include:

- ◇ reducing period close from weeks to days
- ◇ cutting invoice delay to improve cash flow
- ◇ improving resource management, synchronised with an actively managed sales pipeline and forecast
- ◇ automating cash forecast & management
- ◇ managing bespoke contingent fees and bonus payments
- ◇ simplifying complex expense management
- ◇ managing the optimum mix of employees and Associate-Contractors
- ◇ improving client management with a single view of all activity

Our credentials

Our team is built from highly experienced consulting leaders who have worked for many of the top consultancies and IT services organisations. We were one of the first users of Kimble ourselves and were the first sales and delivery partners to be appointed in mid-2011.

We realise the importance of releasing practice leaders from day to day management to increase time with prospective clients and to support staff. We are delivering Kimble-enabled transformation across the world.

The benefits to your organisation

By engaging Felber Consulting you will have the support of experienced consultants to help you quickly identify the root causes behind your Practice performance issues and to work with your people to harness and develop their knowledge. At Felber Consulting we believe in leaving our clients with the capability to do things for themselves.

We design our engagements to suit your environment and appetite for change – we can implement a basic system to help you regain control of the business, to release management for more beneficial activity, to support the transformation of the Practice or to enable the integration of merged Practices.

Case Study: **NixonMcInnes**

- ◇ Nixon McInnes is a leading Social Media consulting and IT services firm, delivering to finance, media and 3rd sector clients. Run along democratic principles, there is a need for the team to manage a wide range of Performance Indicators.
- ◇ Over the years, an in-house team developed a blend of bespoke and off-the-shelf applications, but these were difficult to maintain as the business grew.
- ◇ Felber Consulting supported the implementation of Kimble™, guiding the Nixon McInnes team to exploit streamlined processes whilst developing configurations to support their unique culture and competitive advantages.
- ◇ Said Lasy Lawless, Finance Director ***“Felber took the trouble to understand us, identifying opportunities to exploit Kimble and to sustain our business model and growth.”***

About Felber Consulting

Are you planning either to grow your professional or ICT services revenue, or to take your first steps in building professional or ICT services capability? Have you defined or refreshed the vision for your business but are finding it hard to get there?

Felber Consulting works with aspiring and ambitious companies to help create and put in place the capabilities to achieve that vision. We are your professional services and consulting partner.



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