

CUSTOMER SPOTLIGHT

AGILISYS

PRECURSIVE

MAKE EVERY CUSTOMER A SUCCESS STORY



Increasing efficiency and operational performance for an IT services provider



“Precursive is fundamental in Agilisys remaining adaptable, especially during the COVID-19 pandemic”

Meg Fisher

**HEAD OF OPERATIONS &
RESOURCE MANAGEMENT**



PRECURSIVE

INTRODUCTION TO AGILISYS

For over 20 years Agilisyys has been advising businesses through their digital transformations.

Focusing on public sector organizations, Agilisyys empowers communities to fully realize the power of technology. Since 1998, Agilisyys has strived to be constantly innovating and pushing the boundaries of technology. While ensuring that the company was focused on moving forward and unlocking the potential of data within the public sector, Agilisyys retained their intense focus on customer satisfaction.



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CUSTOMER SUCCESS ENABLED THROUGH PROFESSIONAL SERVICES

Head of Operations & Resource Management, Meg Fisher, highlighted the importance of professional services to driving success for their customers:

“Professional Services are a huge part of our company, ensuring the success of the customer from scoping out the project to driving forward to completion and value.”

Agilisys have integrated their Customer Success and Services teams ensuring that everyone is working towards the same customer centric goals. *“Success at Agilisys is always based around customer outcomes.”*

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CHALLENGE ONE



RESOURCING DECISIONS NOT BASED ON REAL TIME DATA

Agilisys did not have a clear view of who was doing what and when. It was difficult to make quick decisions on resourcing without a "single pane of glass" to view what was happening in real-time. Forecasting was challenging and there were gaps to achieve 'smart resourcing'.

“A company without a real-time visual view of their resource is unlikely to be competitive”

Meg Fisher,
Head of Operations & Resource Management

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CHALLENGE TWO



DIFFICULTY IN SHOWING COMMERCIAL BENEFITS OF SMART RESOURCING

Meg needed to show the impact that well managed resources would have on commercial performance, which was difficult to achieve without a solution that visualized key metrics such as utilization, margin and profitability.

Meg defines resource management as, "a function that protects and improves the bottom-line for your company".

A resourcing function that increases the productivity of people will boost the financial performance of the company.

Previously resource management was managed across multiple systems and spreadsheets which created a range of challenges and a lack of accurate real-time information.

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CHALLENGE THREE



LACK OF REPEATABLE PROCESS IN OPERATIONS

Meg knew that the key to differentiating themselves from their competitors lay with their service offerings and having repeatable delivery processes. Consistent processes would help to boost margins and improve time-to-value for customers. Agilisys wanted to mobilize teams quickly and reduce the amount of bench time for staff.



"Before Precursive, we could not demonstrate the true value of our resources to senior stakeholders."

Damini Sinha,
Senior Resource Manager

"Precursive has transformed resource management at Agilisys"

Meg Fisher,
Head of Operations & Resource Management

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OUR SOLUTION

“One of the best things about Precursive is that it links to Salesforce.”

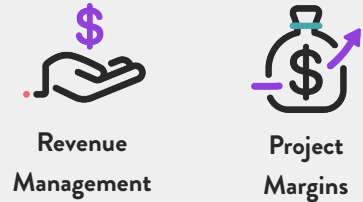
Damini Sinha,
Senior Resource Manager, Agilisys



Manage sales pipeline
Provide customer start date
Transition to delivery team

PRECURSIVEPSX

Professional Services Automation



Manage team capacity
Track performance of projects
Forecast key business metrics

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PRECURSIVE **IMPACT**

Improved Financial Performance

- Precursive is Salesforce native meaning Agilisys could link their resource forecasting directly to the sales cycle all in one place: Salesforce.
- Precursive provides previously unseen visibility on key business metrics such as gross margin per person.
- With improved delivery processes and better project data, Agilisys was able to proactively manage projects reducing work slipping over-budget as well as reduce the dilution of sales rates throughout the business.

Precursive was chosen by Agilisys to facilitate a path towards repeatable delivery processes. Precursive is fully embedded into daily operations at Agilisys and Meg noted a range of benefits for the Professional Services team.

The optimization of resource management had a direct impact on customer outcomes with people better matched to projects.

Agilisys also has more time to make the right resourcing decisions, Meg stated:

"Precursive allows you to present data and demonstrate value and was fundamental to Agilisys remaining adaptable."

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PRECURSIVE **IMPACT**

Improved Hiring & Forecasting

Precursive is embedded into a range of business activities at Agilisys as professional services reporting is via Salesforce.

The operations and resource management team have confidence in their forecasting and are better able to develop hiring plans based on real-time information. Agilisys was able to improve their hiring process based on the skills that were in high demand which is insight surfaced in Precursive.

Finally Precursive allows the team to review capacity and drive more productive utilization.

Meg states "yes, staff may be busy but are they smart busy?"

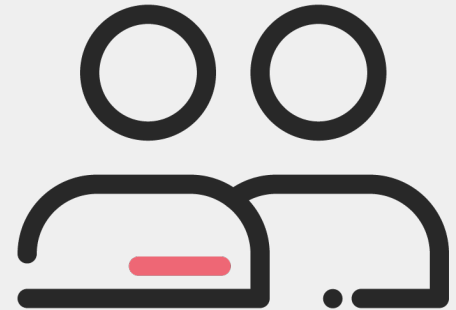
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PRECURSIVE **IMPACT**

Reduced Reliance on Contractors

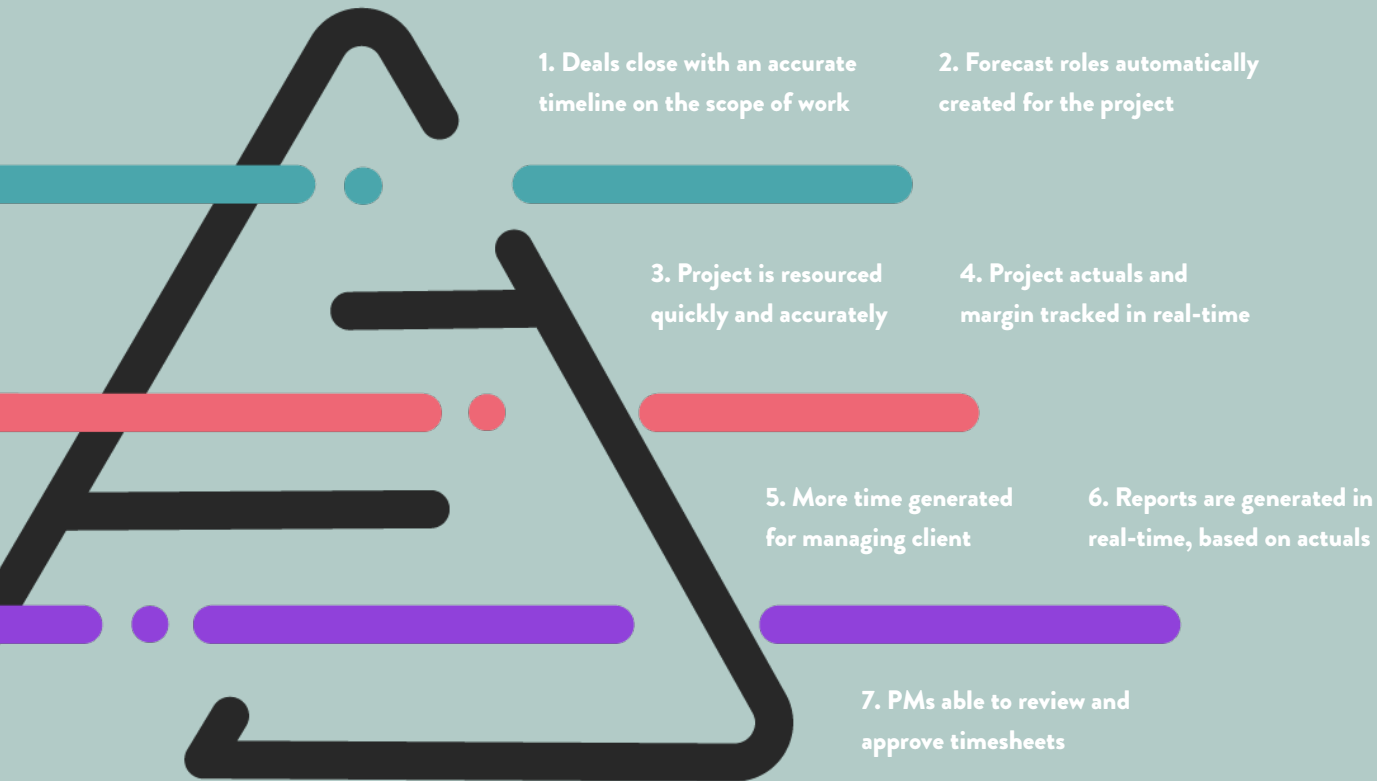
Agilisys had an historic trend of hiring a high percentage of contractors as they were unable to respond rapidly to demand with internal staff. With Precursive providing a true forward forecast, Agilisys is able to pull forward hiring aligned to upcoming project requirements.

This has allowed for greater investment into the business and long term talent growth. Agilisys can better allocate time to industry focused training to ensure that their consultants are always up-skilled and differentiated from their competitors.



PRECURSIVE x SALESFORCE

A SINGLE SOURCE OF TRUTH



OPPORTUNITY

PRECURSIVE

PROFESSIONAL
SERVICES
AUTOMATION

PRECURSIVE

DELIVERED

PRECURSIVE

REVIEW

PRECURSIVE

PRECURSIVE EMPOWERS GLOBAL TEAMS TO MOBILIZE FASTER

PLAN. TRACK. FORECAST.



**CUSTOMER
SUCCESS**

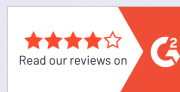
ENABLING
OUTCOMES

**SALESFORCE
NATIVE**

100% LIGHTNING

**ENTERPRISE
SECURITY**

ISO 27001
CERTIFIED



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Make Every Customer a Success Story

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