

## How ALE uses Kimble to Boost Profits

Since adopting Kimble professional services automation software (PSA), professional services revenue has gone up by three percent at multinational company Alcatel - Lucent Enterprise.

ALE, which is a worldwide provider of customized connected networking, communications and enterprise services solutions, on premise, in the cloud or both, implemented Kimble PSA after a six - month implementation process overseen by business leaders. **The entire company moved from a home-grown PSA onto Kimble on the same day.**

Linking customer relationship management to sales and delivery through the PSA fosters better collaboration and information-sharing across the business. This supports **a more consistent service delivery and more accurate forecasts**, leading to greater business predictability.

**Automating some functions that used to be done manually** has enabled ALE to reduce the administrative overhead.

Thierry Guennegues, Services Offer & Programs Director, said: "We are very happy with the results we are achieving – better information sharing and collaboration between departments and more discipline in business forecast management and in services delivery."

### Using Kimble PSA, ALE is able to:

- ▶ Grow professional services revenue – up 3% since moving to Kimble
- ▶ Reduce administrative headcount
- ▶ Better integrate business operations
- ▶ Achieve a more integrated pipeline
- ▶ Ensure better collaboration between sales and services
- ▶ Create more accurate forecasts

### Benefits

- ▶ PS revenue up by 3%
- ▶ Administrative headcount reduced by three
- ▶ More consistent service delivery



Size:  
**1,001 – 5,000  
EMPLOYEES**



Geography:  
**GLOBAL**



Sector:  
**MANUFACTURING  
AND HI TECH**

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*Thierry Guennegues, Services Offer & Programs Director*