THE ADOPTION PROBLEM

The business benefits of PSA are clear but only achievable when consultants and project managers embrace your solution.

Kimble's mission is to provide service organizations the best possible tools to deliver successful projects, helping consultants and project managers exceed their customer's expectations while achieving their company targets for utilization and margin.

Kimble customers benefit from an end-to-end, cloud based solution that eliminates the divide between sales and delivery teams, helps planners find the optimal mix of resources on client engagements, and streamlines the operations of the back office with advanced automation of billing and revenue recognition.

However, the promised benefits of any PSA solution can only be realized when fully adopted and embraced by the entire consulting team. Kimble's Spring 19 release puts the consultant experience under the spotlight with major enhancements designed to make time capture an intuitive and guided process, placing your consultants at the heart of a forward-looking business.

Why is consultant adoption vital to unlocking the benefits of PSA?

If consultants don't feel comfortable in a tool, they will be less likely to provide crucial information on how actual project delivery is progressing against plans. Timesheet compliance isn't just about accurate book-keeping; it is also about driving accurate forecasting of remaining effort.

The data recorded by consultants in their timesheets drives the core processes of a service organization: resource planning, project monitoring, forecasting, and billing.

So what can go wrong when your consultants don't engage with your chosen PSA application?

If the data on projects is inaccurate, late, or incomplete, you are left trying to make business decisions based on performance metrics that can't be trusted. Working from an out-of-date picture of project delivery can be painful:

▶ Projects initially scoped as being profitable unexpectedly miss margin targets
  due to previously unreported free or additional hours.

▶ Month-end is a panic-stricken, stress-laden time where projects you've been expecting
  to complete this period mysteriously overrun into future periods.

▶ High levels of client and sales team dissatisfaction persist, as promised project
  start dates are missed due to unavailability of key resources.

▶ Billing and cash flow are delayed as the back-office team spends too much
  time chasing missing data while fielding client disputes.

▶ Proactive decision-making grinds to a halt as forecasts are repeatedly found to be inaccurate.

When selecting software, consultants and their needs are often overlooked – and they are rarely part of the buying process. But that is changing with the realization that solutions and processes that focus on driving consultant adoption will deliver better results.

Organizations that prioritize consultant engagement with a PSA solution, from selection to rollout, will ensure success and realize true value from their investment.

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Changing the consultant's relationship with time entry

To overcome the adoption problem – and long-held feelings that timesheet compliance is a chore with the sole purpose of making sure consultants are pulling their weight – it is necessary to change the conversation around time capture. While consistent recording of completed work is important, it's the accurate assessment of the work left to complete that will often make or break the success of your services organization.

Improved decision-making only becomes possible when consultants and project managers are working together effectively to keep information in the PSA application up-to-date. This requires closed loop operations, with regular updates to a plan to reflect how project delivery is performing. When this happens, downstream teams from resourcing to the back office to the executive suite have a clear picture of when projects will end and can proactively plan for the future.

Create
Resource Plan

Update Plan

Review actual
progress against
planned progress

Project Managers

BETTER DECISION MAKING

Consultants

Understand
and act on plan

Relay what
happened and
what remains

To drive this forward-looking approach to time capture, it's essential that your chosen PSA solution provides an intuitive and streamlined data entry experience that guides the consultant with intelligent, suggested time entries and encourages reliable forecasting of time remaining on their tasks.

By rethinking the time and expense capture process, you can change your company culture. Rewarding consistent on-time data entry and accurate forecasting will help your consultants recognize and appreciate some of the benefits of PSA: happier customers, quicker expense reimbursement, more predictable delivery efforts, and increased opportunities to work on projects most suited to their skill sets and interests.

Kimble, the consultant-centric PSA

Kimble Applications thrives on the notion that if the largest group of PSA users, consultants, are well supported, the rest of the organization will benefit dramatically. A PSA is only as good as the information entered, and a PSA that can't win the hearts and minds of the consultant population isn't getting updated with accurate, timely information needed to operate and drive the business.

With the Spring 19 release, Kimble has enhanced the consultant experience, giving your delivery team a trusted, intelligent assistant they can rely on. Kimble makes time recording a simple, engaging operation, allowing consultants to spend time on delivering a quality service and providing accurate estimates of remaining effort.

New features in Summer 19 include:

▶ A streamlined user interface with home screen shortcuts and intuitive color-coding

▶ Utilization metrics for consultants on the home screen

▶ A stopwatch for easy time recording

▶ Suggested time entries that intelligently recalculate as new entries are drafted

▶ Simple copy of time entries from the previous week

▶ Warnings where there are missing entries

▶ Enhancements to the mobile app, Kimble 2.0

Consultants

> *In order to provide accurate business insights, a PSA relies on accurate information from the people in the field. We believe the enhancements in Summer 19 will drive consultants to see timesheets as a chance to contribute to success rather than a chore. This is the most we've ever done for the largest group of PSA users, and we think that attention paid to the needs of consultants will have a profound effect on how much our solution will be able to transform the businesses that use it.*

David Scott, *Founder and CTO, Kimble*
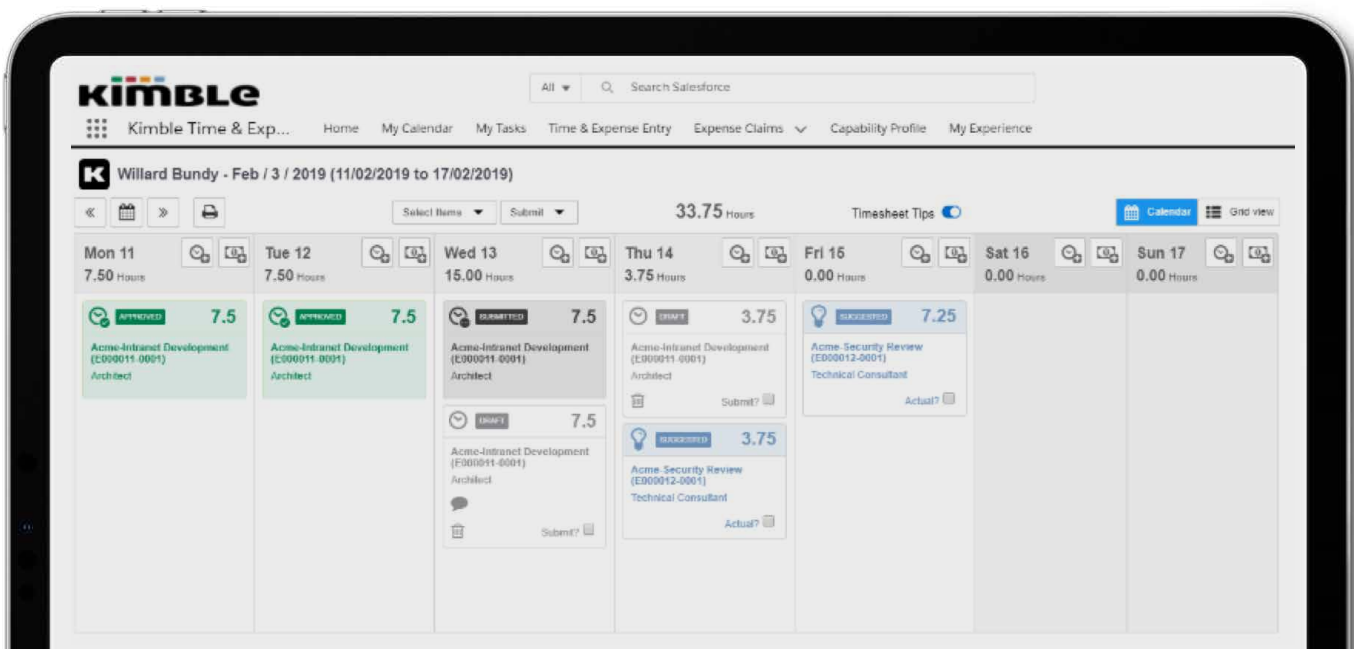
Putting project managers in the driver's seat

When it comes to maintaining a clear picture of how your business is performing, consultants are only one half of the equation. Project managers need to analyze the inputs from consultants and update delivery plans accordingly.

Kimble PSA puts project managers firmly in control of driving customer success, freeing them up to focus on risks and issues while automatically managing minor discrepancies in remaining effort.

New automated assignment management tools eliminate previously time-consuming administrative tasks, and with the consulting team now providing the earliest possible view of project issues and future demand, managers get the advanced notice when they need to take appropriate corrective action.

The Spring 19 release of Kimble introduces a range of powerful low touch assignment management tools. Kimble intelligently assesses whether time entries are reasonable and manages those time entries on behalf of project managers without manual intervention. These enhancements include:

▶ Tolerance based controls for automatic approval of time entries

▶ Tolerance based controls to automatically reforecast remaining effort

▶ Automated rules to allow effort to exceed a baseline, up to a pre-defined maximum

These enhancements increase the agility and efficiency of time capture for consultants and project managers, continuing Kimble's drive to utilize augmented intelligence in reducing manual actions so human intelligence can be focused on harder tasks.

Project Managers

Creating a forward looking, predictable services organization

PSA vendors spend a lot of time extolling solution benefits from the perspective of the overall business performance and executive management. However, PSA success depends completely on the aggregation of detailed, timely and accurate information from consultants, who have the best possible view of project issues. Their consistent assessment of work completed and work remaining creates accurate forecasts your business can trust to make decisions.

With the Spring 19 release, Kimble delivers an advanced, modern, consultant-centric PSA application that consultants, project managers, and service leaders can rely on to help achieve their personal goals, the needs of their clients, and, as a result, the objectives of the service organization as a whole.