

# How Kimble provides the data to drive decision-making at Pearson

Kimble has “a competent, professional and talented services team - we are forming a strong business partnership,” Chris Mannix, Director of Professional Services, Pearson

Pearson’s North American school curriculum products and services arm adopted Kimble in May, 2017, having previously relied on home-grown technology and spreadsheets which required a great deal of laborious manual work. They quickly experienced significant benefit, finding they are now able to attach resources to engagements ahead of time with greater confidence.

Working in partnership with Kimble’s services team, Pearson is updating its work processes to maximize benefit from the powerful Professional Services Automation solution.

Director of Professional Services Chris Mannix said: “Using Kimble and Salesforce allows us to track and analyze what we are selling and then what we are servicing.”

Kimble has had a positive impact on Pearson’s culture. Having a source of accurate, real-time data to draw on enables managers to make better-informed decisions more quickly. This engenders a more forward-looking approach to managing sales, resources and delivery. Chris said: “This means we can take better care of our customers”.

## Using Kimble, Pcubed is able to

- ▶ Use data to inform decision-making
- ▶ Provide better customer service
- ▶ Track and analyze sales and services
- ▶ Analyse project profitability

## Benefits

- ▶ Improved customer satisfaction
- ▶ Better integration between sales and delivery
- ▶ Optimized resource deployment
- ▶ Streamlined operational efficiency
- ▶ Positive impact on workplace culture



Size:  
1,001 – 5,000  
EMPLOYEES



Geography:  
GLOBAL



Sectors:  
MANAGEMENT  
CONSULTING

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Chris Mannix, Director of Professional Services, Pearson

**FOR MORE INFORMATION  
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