

# Enterprise Solutions for Professional Services Organisations





- 04** Business pains
- 05** Client gains
- 07** Sharpen your business with industry-focused solutions
- 08** Your business processes and how we support them
- 10** Our services
- 11** About Deltek

# Enterprise Solutions for Professional Services Organisations

Know more.  
Do more.

# Business pains

Know more.  
Do more.  
Profit more.

In any professional services firm, certain factors are critical to the overall success of the business. If the objectives related with these factors are not achieved, the organisation stands little chance of success.

For decades, we have provided enterprise solutions that deliver the actionable insight, clarity, and control, which professional services firms need to drive their business forward. This collaboration has given us in-depth knowledge of the professional services space, and enables us to provide expert advice to help you know more and do more.

Getting the **right clients** on board, and **improving profitability** on each client

Leveraging and growing your **talents**

Spotting under- and over-**utilisation** in time to act

Being in **control of project** deadlines and deliverables, and having full **visibility** of project **profitability**

**Balancing** your **portfolio of products and services** proactively

Capturing and sharing **knowledge** across your business

Freeing up **working capital** from your operations

Having efficient **internal processes** to ensure that you can do more

Ensuring that daily management and **decision-making** are based on **facts**

# Client gains

**“Deltek’s solutions drive near real-time visibility into how our company is performing. This leads to better, more proactive business decisions. All in all, the solutions add tremendous value for our organisation.”**

Bret Tushaus, Director of Information Technology with Eppstein Uhen Architects

**“Deltek’s enterprise solutions allow us to share competencies and facilitate international cooperation. We believe that by selecting and recommending Deltek, we have laid the foundation for further growth and collaboration.”**

Christophe Merckens, CIO for Devoteam

**“Essentially, the project management software has integrated all of our critical project, client and contact info into a single database.”**

Connie Haakinson, Operations Administrator for Durrant

**“It was an easy decision for us to turn to Deltek for our new resource management solution. We already had a good working relationship with Deltek, and we knew they would come up with a strong resource management solution that would be closely integrated with the rest of our service value chain.”**

Annemieke Blank, Traffic & Operations Manager, LBi Lost Boys

**“Deltek’s enterprise solutions have been one of the major factors allowing our employees to increase focus on profitability and working capital.”**

Flemming Bligaard Pedersen, CEO for Rambøll

Know more.  
Do more.  
**Grow more.**

25



# Sharpen your business with industry-focused solutions

## Deploy best-practice processes

Many Professional Services companies have trimmed their operations significantly over the last few years. At a time when every cent must be spent wisely and meticulously accounted for, it is critical that your business has the right tools at hand.

To sharpen your business, it is crucial that you deploy an enterprise solution uniquely designed for your industry. Your solution should have the laser focus you need to run your business according to the best practices of your industry.

## Know more, do more

The professional services industry is facing increasing pressures in areas like client and project profitability, cash flow efficiency, client demand for full transparency into every hour invoiced, and smooth integration of acquisitions.

This requires a new level of control and up-to-the-minute, fact-based decision-making. And this drives the need for you to deploy the best-practice processes of your industry – supported by information technology.

When you know more about your business you can do more with your business.

At Deltek we are privileged to work with some of the very best professional services businesses in the world. Those with the best-run practices.

Deltek has delivered successful enterprise solutions to thousands of Professional Services businesses across the world for almost three decades. It's the only thing we do – it's what defines us. We are, ourselves, a Professional Services business.

## Sharpen your business

To prepare your business for future growth and efficient workflows, make sure you invest in an industry-specific enterprise solution customised for your particular industry.

Professional Services organisations need a scalable, efficient and industry specific enterprise solution to strengthen the brainpower and creativity on which they were originally founded. That will provide your company with the necessary laser focus to sharpen your business – now and in the future.

To prepare your company for future growth and efficient workflows, make sure you invest in an industry-specific enterprise solution customised for your particular industry.

> Read more.

[deltek.com/industries](https://deltek.com/industries)

# Your business processes and how we support them

“With increased focus on getting hours billed as soon as possible, we were pleased to see that in April, 100% of hours was invoiced in the current month. Not only does this improve our cash flow, it also makes our monthly revenue figures more accurate as they are based on actual billed hours.”

Hans Wolfhagen, Director of Business Operations, Technia

### Win more

Sales managers know which clients deliver your bottom line, and which ones do not. This helps them focus on bringing you the right business.

Sales reps can easily quote for new business in the context of past pricing and business performance, and they know what it costs you to win the business you get. Up-to-date résumés of any employee can be pulled automatically and attached to quotes – easily and effectively.

Account managers can track all ongoing activities on their clients across departments, or even across business units. This helps improve both client service and internal coordination.

### Optimise more

HR managers can support the individual career development of your entire staff through an auditable, controlled HR process that tracks goal setting, skills development and results. This promotes a culture of high performance and accountability.

Resource managers can match your long-term project pipeline against your planned capacity and collective skill set, to effectively support your strategic and tactical recruiting, subcontracting and organisational development.





### Deliver more

Project and Account managers can control project progress and financials by unifying all key elements of project governance with financial project control. They can proactively manage project deadlines, and effectively track project changes to secure high margins. They always know actuals versus project estimates, and as they know best which items are ready for invoicing, they can initiate the process as early as possible.

Project managers can suggest staffing of projects based on a view of skills and workload across the entire organisation. Resource managers can spot under- and over-utilisation in time to act. They can smooth out resource deployment across business units and projects to improve efficiency of your staff, and save money on contractors.

All this improves project profitability and thereby your bottom line.

### Manage and Control more

Project and Finance managers can reduce the time from delivery to cash collection, and match vendor payables with client receivables to free up working capital.

Finance managers can pull an accurate company P&L at any time to consolidate all ongoing project finances, including real-time WIP. With full insight into project data they can also reconcile accounts payable against the appropriate project, which helps ensure accurate project P&Ls.

Your entire organisation will benefit from efficient back-office processes that effectively support your business with seamless workflows between front-office and back-office staff. You will also have full control of your key audit and access controls.

No matter if you are a company of 50 employees without a dedicated IT staff, or a global operation with 20,000 employees, you can effectively scale your Deltek solutions to match your changing business needs.

### Know more

Business managers can get an overview of their business areas and service portfolios by tracking KPIs and capturing important information about revenue splits, profits and key initiatives. They can then strategically develop new service initiatives to help grow your business.

Through increased collaboration and knowledge sharing, Business and Line managers can help streamline the business, and leverage past success to improve your business both when it comes to your finances and your know-how.

“We save many administrative hours every month, get our money from clients much faster, and have fewer write-offs on clients due to the improvements made to our invoicing process.”

Louis Trad, Regional Finance Director, Leo Burnett MENA

# Our services

“We were actually able to go live a few weeks ahead of schedule and 25 percent under budget – a very rare occurrence in our line of business!”

Mez Corfield, Financial Controller, The Red Brick Road

“Deltek’s consultants really understand our business. They know precisely what we need, and during the implementation process, unexpected changes are handled well. The consultants are gold for us.”

Anni Sørensen, Financial Director, envision

## Consulting services

At Deltek, our goal is to deliver the best software solutions designed specifically for Professional Services organisations. Meeting that goal requires more than just delivering unrivalled software to better manage project resources and project results.

After all, great software applied poorly doesn’t help you achieve your business goals. Success requires that we also cultivate the right level of expertise to help you apply that software in the most appropriate ways for your industry and company-specific needs.

[deltek.com/services](https://deltek.com/services)

## Customer Care

Effective and reliable customer care can make all the difference in your ability to compete effectively and grow your business.

At Deltek we realise that our success is mutual. Deltek’s experienced support personnel, with more than two decades of industry and client-side experience, utilise Deltek’s advanced diagnostic tools and proven support procedures to identify and isolate issues quickly, so that your systems are consistently operating at high availability with minimal disruption.

[deltek.com/customer-care](https://deltek.com/customer-care)

## Deltek University

One of the most important indicators of the success of a software implementation is the ability of employees to readily adapt to new products and processes.

Education is the foundation for building the necessary knowledge and skills to achieve this goal. Deltek University provides education to maximise your Deltek investment, and minimise project risk. We have over two decades of experience of providing consistent, high quality education, with a commitment to make you successful.

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- Implement solutions faster at reduced cost
  - Mitigate project and business risks
  - Decrease support costs with faster acceptance among users
  - Achieve operational excellence and growth
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[deltek.com/university](https://deltek.com/university)

# About Deltek

Deltek (Nasdaq: PROJ) is the leading global provider of enterprise software and information solutions for professional services firms, government contractors, and government agencies. For decades, we have delivered actionable insight that empowers our customers to unlock their business potential. Over 14,500 organisations and 1.8 million users in approximately 80 countries around the world rely on Deltek to research and identify opportunities, win new business, optimise resources, streamline operations, and deliver more profitable projects.

Deltek – Know more. Do more.®

## Customers

Our customers range in size from small businesses to very large enterprises, and represent a wide range of industries including professional services, government contractors and government agencies. The strength of our customer service, and the quality of our customer base is demonstrated by the fact that approximately three-fourths of our license revenue is generated from existing customers. A sample list of our customers includes:

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- **Architecture/Engineering** – Arcadis, Eppstein Uhen, HOK, Hill International, R.J. Burnside, TKDA, URS
  - **Government Contracting/A&D** – Boeing, BAE Systems, CACI, Camber Corporation, CSC, CTC, L-3 Communications, Lockheed Martin, Orbital, SAIC, Teledyne Brown Engineering
  - **Project Manufacturing** – AGT, Magneti Marelli, Northrop Grumman, Sperry Marine, Teledyne Scientific & Imaging, Telephonics Corporation
  - **Consulting** – ACI, Bearing Point, Durrant, Optimization Technology, The Pragma Corp., SRA International, Unisys
  - **Nonprofit** – The National Fish & Wildlife Foundation, National Democratic Institute, RTI International
  - **PR/Marketing** – Hill & Knowlton, Millward Brown, Ogilvy, Omnicom Group, Leo Burnett MENA
  - **Accounting** – Deloitte, Grant Thornton, KPMG, PricewaterhouseCoopers, RGL Forensics
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### Nederland

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### Norway

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