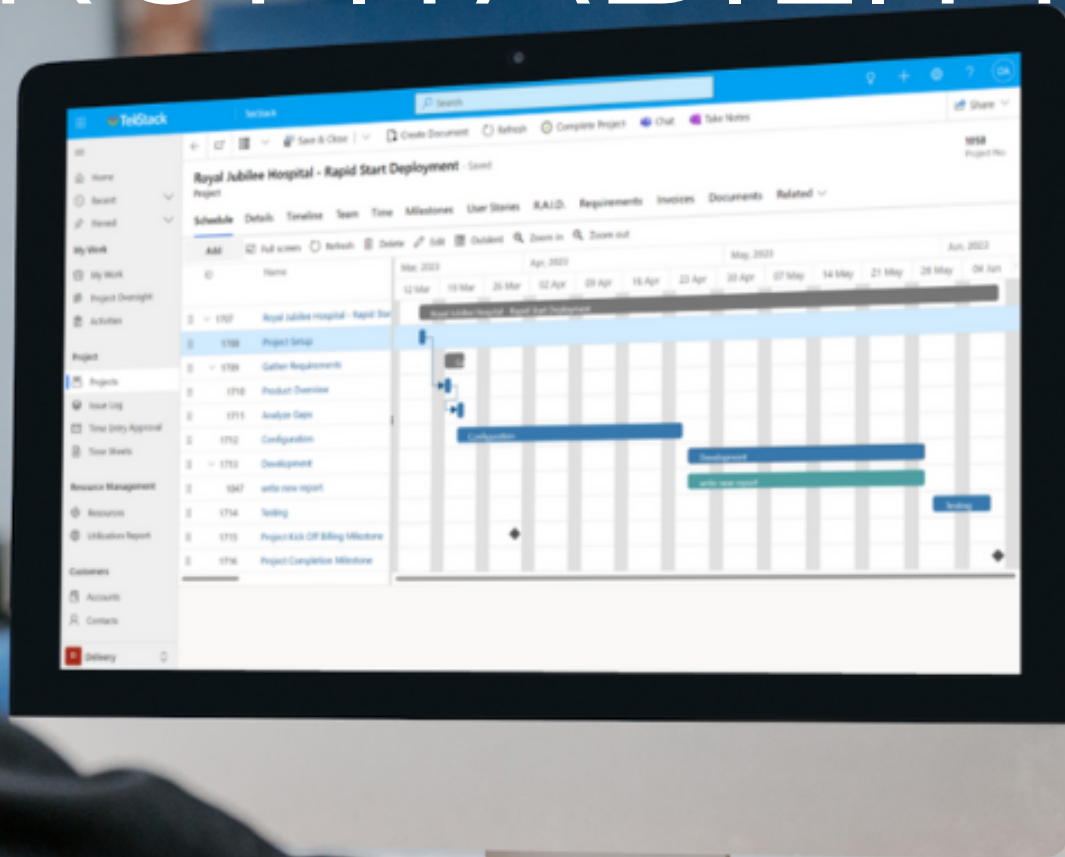# INCREASE SERVICE TEAM PROFITABILITY

TekStack

INTRODUCTION

As a professional services or IT firm, you are facing numerous challenges that affect your services profitability. Skills shortages, high onboarding costs, high turnover, and higher salaries are all contributing factors.

Clients are also demanding more cost assurance, less risk, and proven outcomes, putting pressure on traditional hourly billing methods.

As a result, many companies are shifting to fixed price milestone billing, but this makes it even more difficult to determine project profitability using outdated tools and processes.

Enter TekStack

TekStack provides services teams with one set of tools to manage projects, resource scheduling, utilization, and billing. What sets us apart is that our tools are 100% built on Microsoft Cloud, ensuring that your data is safe and secure, while providing a familiar experience for your employees.

SOUND FAMILIAR?

Most organizations have disjointed manual processes or independent apps that need to integrate information. As a result:

- Project SOWs are created manually and don't tie back to a Project Plan.
- Project plans are not dynamically updated as consultants complete work.
- Backlogs and RAID (issues) logs are managed in a spreadsheet.
- If there is a time entry system, it may not be integrated to invoicing.
- Invoices are manually prepared and prone to error or dropping data.
- Managers have no clue who is assigned to what project, and neither do the consultants!

Project tools like Monday.com or Wrike are great tools for managing individual projects but lack resource assignment and utilization tracking capabilities. Most do not integrate to accounting for invoicing.

Fortunately, TekStack has all the features you would expect and need from an integrated suite.

YOUR SOLUTION IS HERE

TekStack provides an all-in-one Professional Services Automation (PSA) platform. The job of a PSA tool is to handle create and manage projects, assign the right resources, allow resources to enter time, approve time, bill the time, and provide management insights of the whole team. The billing information can be integrated to the accounting system, Microsoft Dynamics 365 Business Central, so that you never leak a dollar in revenue.

Streamline Employee Onboarding
Standardizing your project delivery not only has the benefit of saving time, but it also reduces the risk of errors and inconsistencies. Additionally, our tool breaks down tasks into granular units so companies can identify which tasks require high skill levels, such as requirements gathering, and which ones are lower skill, like testing and training. Knowing which resources to assign which tasks to reduces the time and expenses associated for training.

Stop Revenue Leakage
Identify at-a-glance how many hours have been booked against weekly time sheets, and cut down entry time by 90% with pre-populated time sheets based on work assigned. Approval workflows, automatic integration to accounting systems and automated billing save hours and avoid revenue loss.

Risk Management
We provide the ability to manage a well-defined work breakdown structure, manage change requests and client issues, and invoice for fixed price milestones. This helps to shift risk from the firm to the client and ensure accurate revenue accrual.

Resource Utilization
Get a clear summary of a resource's assigned tasks and their utilization, and easily identify unassigned work and schedule tasks based on role and availability. Ensure that resources are maximized and projects are completed on time.
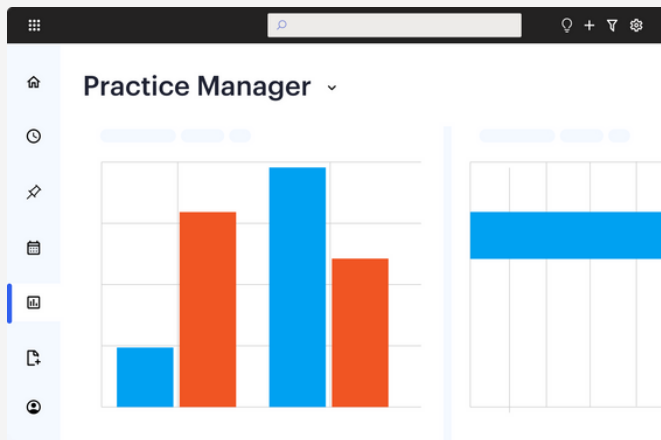
Tracking Project Profitability
Track budgeted costs against projected and actual costs, compare against project types and project managers, to adjust your estimates as needed.

TekStack

HOW DOES IT WORK?

TekStack provides professional services and IT firms with one set of office tools to manage projects, resource scheduling, utilization, and billing. What sets us apart is that our tools are 100% built on Microsoft Cloud, ensuring that your data is safe and secure, while providing a familiar experience for your employees.

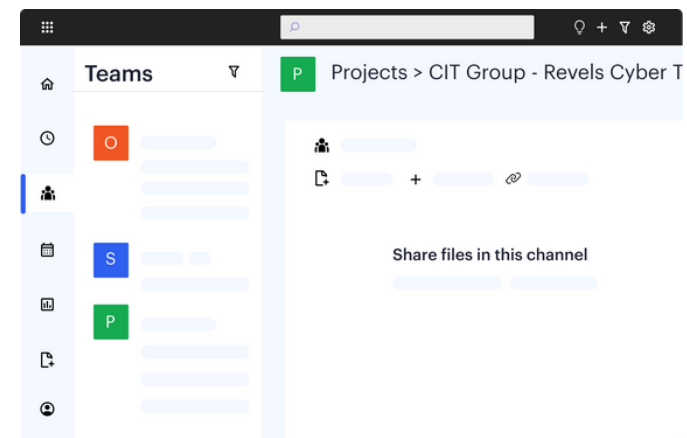

All the reporting you need to make great decisions

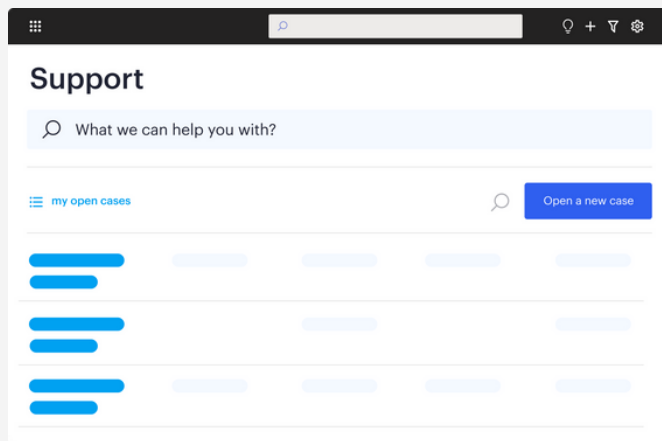Executive dashboards and reports out of the box

- Services Forecasts
- Time Entry
- Project Profitability (Actual v Budget)
- Customer Sentiment

Collaborate as a Team

Advanced integration with Microsoft Teams and SharePoint makes it easy to manage documents and work together.

Automatically create Teams Channels for each project and organize OneNote files for detailed notes in a document location accessible from every app and on any device.
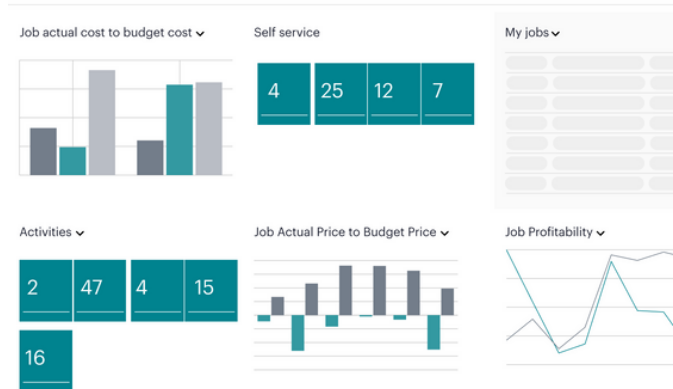
Empower your Client

Provide your client with a secure self-service portal where they can track project information, cases, and even invoices.

Optional integration to Business Central

FPass service invoices, both fixed price and time based, to Business Central for processing and collection.

ALL THE TOOLS YOU NEED FROM ONE MICROSOFT BASED PLATFORM

- Easy to use and familiar to your consultants
- Access from anywhere, any device, any browser
- Secure in knowing all of your sensitive data is in your existing Microsoft tenant
- Fully integrated with Microsoft Outlook, and tools like Excel, Word, OneNote, SharePoint, and Teams
- Every use case needed by a growing services team is fully supported
- Management insights delivered in native dashboards or Power BI

CONTACT US

If you:

- Want an alternative approach to managing your professional services
- Are tired of leaking revenue and lost opportunities
- Need better support for your existing Microsoft tools...

Then contact us, we'll be delighted to talk!

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hello@tekstack.com

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