Professional Services Automation (PSA)

Accelerate your business
and reduce the risk

Business Challenge

The Governance.Business Professional Services Automation solution enables organizations to manage the complete lifecycle of Sell-Deliver process, gaining full visibility and control on each of its activities.

Designed from the ground up to serve the needs of your growing services delivery business, our solution is easy to adopt, enhance and simple to maintain. And as your processes change, Governance.Business powerful configurability and expanded capabilities in sales management, delivery management, resource management, financial management are available when you need them.

With Governance.Business PSA solution you will increase visibility into your professional services organization, improve resource utilization, streamline invoicing and billing, elevate on-time project delivery and drive profitability.

Solution

End to end support for your business processes
Governance.Business supports the end-to-end business processes for:

- Budget to Control
- Record to Report
- Project Lifecycle Management
- Procure to Pay
- Order to Cash
- Reporting
- Hire to Retire
- Payroll

Functions and Features
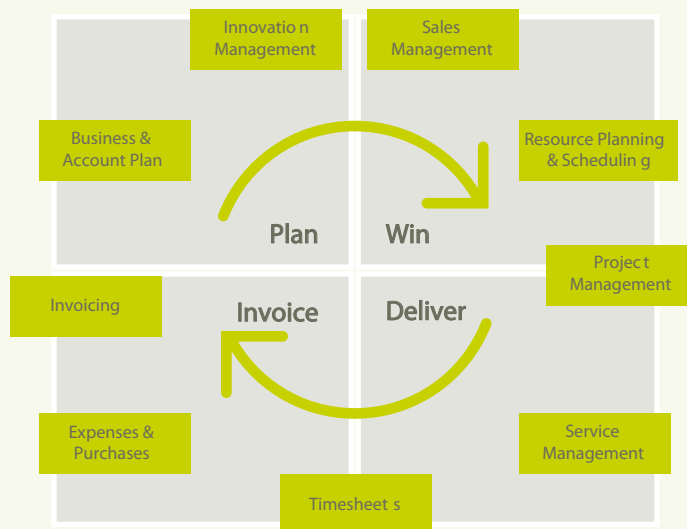
Business and Account Plan

- Establish business plans, including strategy, benefits and costs for the organization and regions.
- Establish account plans, including strategy, benefits and costs.

Visibility on:

- Financial status, from planning to execution, including margins.
- Delivery quality, status and margins.
- Resource capacity and usage.

Innovation Management

- Manage your internal innovation ideas, from identification up to product development.
- Control the development of your ideas, costs, resource usage and final product delivery.
- Understand the costs and benefits for each of the products and their status.

Real-time project status and results.

Projet Dashboard

Sales Management

- Develop your Sales pipeline, from Leads to Opportunities.
- Manage your Accounts effectively, from pipeline to execution.
- Establish Account plans and track it's execution.

Visibility on:

- Financial status, from planning to execution, including margins.
- Delivery quality, status and margins.

Resource Planning and Scheduling

- Manage the maintenance contracts with your customers (internal or external).
- Offer a full service catalog to your customer, exposing the services for each of them.
- Support for processes such as:
  - Incident Management
  - Request Management
  - Change Management
  - Problem Management
  - Service Level Management
- Visibility on important KPIs that will give you transparency on service execution.

Powered by: inova prime

Timesheets

- Manage the time dedicated to each of the activities your resources are working on.
- Approval process that supports all your time approval needs.
- Translate that time into cost and benefits for each of your projects and services.
- Easy to use through Governance.Business mobile solution.

Expenses and Purchases

- Control your resource expenses through a detailed process with approvals.
- Control your organization purchases using a process with approvals that will allocate them to the right places.

A complete financial overview and details.
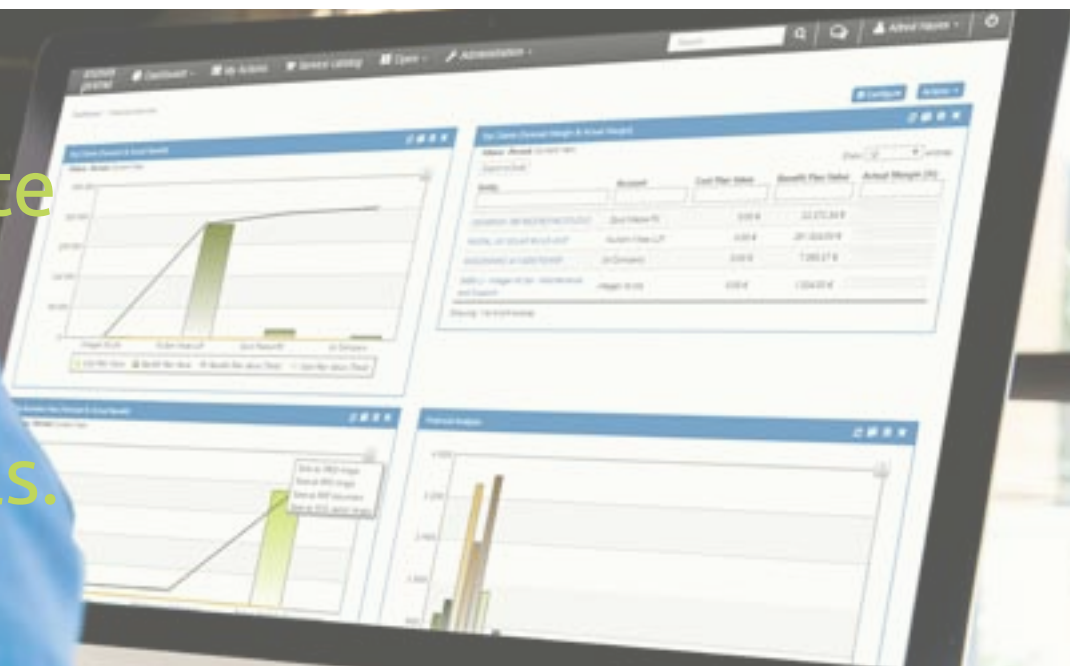
Financial Overview

Invoicing

- Issue your delivery invoices, related to each product or service using a process that capture each of the decisions you need to take.
- Invoices can be issues based on time reporting for each of the resources.
- Roll up all the invoice information to the benefit plans of projects, programs, accounts and organization.

Take all control of your business, costs, teams, sales and projects.