Governance.Business
Powered by InovaPrime

CASE STUDY

FLX Solutions, transformed its business to be ready for the future!

FLX SOLUTIONS

The company

Founded in 2014, FLX Solutions is a fast-growing consultancy and implementations organization with a strong focus on digital transformation, Robotic Process Automation & Artificial Intelligence. FLX Solutions is an ambitious and innovative organization, which looked disruptive and better process and methodologies to improve their internal work and customer service.

Company: FLX Solutions

Industry: IT Services - Consultancy

Company size: 11 - 50

Product: Governance.Business Professional Services Automation

 "As a small company, most employees have multiple, sometimes shared responsibilities. Therefore it's important that all information is easy, complete and ready to use available for all management."

Jochem Wielders, Chief Technical Officer at FLX Solutions.

FLX Solutions was determined to improve its processes in order to offer the best services possible while eliminating unnecessary rework, administrative process, repetitive tasks, costs and delays. The company was wasting time by manually compiling data stored across tools, Excel files, and emails.

They looked to replace all tools with new out-of-the-box technology, giving control and visibility of the entire claims lifecycle. FLX Solutions chose Governance.Business Professional Services Automation Solution, an InovaPrime' solution, to manage its complete organization and business. In just a few days, FLX Solutions got one single tool with real time aggregated information that saves times and allow teams to grow up.

Get time back in your day

CHALLENGE

FLX Solutions is a relatively small professional services company. However, it has a business to manage and all the activities that a large company has, but with fewer resources. It needs to have the visibility and control across operations and management, including simple tasks like tracking of hours, tracking of vacations, tracking expenses, invoicing, controlling the sales pipeline, maintaining insights in the company financial, and other. Also, the company has its focus on delivering projects and services to its customers, so the daily job includes resource planning, project planning, tracking forecast and actuals on financials and resources, tracking and following up tickets, controlling SLA's. All activities are crucial for a healthy company.

"All different tasks would normally mean a broad range of tools and very little, if not none, aggregation of data from the different source. This would mean that a complete overview of the situations is very hard to create, without a lot of time spent on aggregating data from different sources", Jochem Wielders says.

Only one tool to manage the complete company

SOLUTION

Time is a precious resource for FLX Solutions. It needs a quickly and efficiently solution, it doesn't have time to invest in development. A cloud turnkey solution, as Governance.Business Cloud, gives the flexibility, user-friendly usability, and low costs that a small company like FLX Solutions need. "The need of only one tool for virtual all our different tasks and the real-time aggregated insight in all company data", clarify Jochem Wielders.

Professional Services Automation solution is a complete tool designed to enable organizations to manage the complete lifecycle of the sell-deliver process, gaining full visibility and control on each of its activities. Governance.Business PSA integrates features like business & account plan, innovation management, sales management, resource planning & scheduling, project management, service management, timesheets, expenses & purchases, and invoicing. "The Professional Services Automation Solution modules cover the complete need of automation in a company like FLX Solutions. Governance.Business is the only tool we use to manage the complete company", said Jochem Wielders.
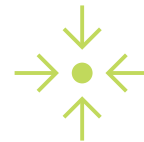
Governance.Business offers the possibility to customize automatic reports and dashboards to provides an overview of global data and notifications, showing key indicators and define specialized views configured by team or role.

Cloud Solution

Increase efficiency in sales and operations.

Centralize all data

Improve the communication and process between teams and customers

Why InovaPrime?

"We got introduced to InovaPrime through an existing customer of InovaPrime. Eventually we choose for InovaPrime based on their experience with InovaPrime. The one-time-right delivery, flexibility that InovaPrime showed in their project made us choose for InovaPrime." (We were surprised by) "The flexibility, speed and one-time-right experience that InovaPrime showed to us."
Jochem Wielders.

Gain a competitive advantage with the right solution

THE RESULTS

FLX Solutions has now more transparency, control, and visibility of all process and data, but more decisive of all of this, all team is aligned, have a clear overview of the projects, needs, and resources. Governance.Business provides more efficiency and time of FLX Solutions, and their customers are ones that beneficiate from all of it.

"We now only use one tool that gives us all functionality we need to do our daily jobs. We had several tools with several data sources resulting in extensive manual work to create aggregated view. Now we have one single tool with real time aggregated information," said Jochem Wielders.

Besides freeing up time for analyzing projects and results to grow up the business, now the company can adjust and modify strategies to achieve a better return. Jochem Wielders says "As all tasks are evenly important to us all functionalities are equally interesting to us. Ticket management and resource management have made the biggest impact on our day to day work. We don't miss tickets anymore and we are able to proactively track the handling of the tickets. Also, the insight in resource availability and resource usage made a big impact on our ability to plan projects".

When an organization decides to implement an end-to-end business governance solution, as Governance.Business, it is useful that all teams are involved and considered on the decision process.

To implement an end-to-end business governance solution is a large transformation change on the organization, because this involve all teams and customers. In FLX Solutions, "the team like the user-friendliness of Governance.Business. It's very little work to keep the data up to date. On the other hand the availability of all data in Governance.Business gives

One big step into the future!

GOVERNANCE.BUSINESS
PROFESSIONAL SERVICES AUTOMATION SOLUTION

Innovation Management

Sales Management

Business & Account Plan

Resource Planning & Scheduling

Plan

Win

Invoicing

Project Management

Invoice

Deliver

Expenses & Purchases

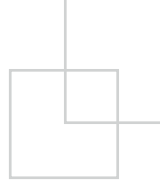Service Management

Timesheets

all employees a lot of benefits. From Employee to Management" and, "our Clients are happy with the ticket management module as their able to electronically, in one single source submit tickets and fully follow the handling of tickets," refers Jochem.

"The solution does more than achieving our goals. As we are a small company and do not have unlimited funding's, we aimed for less functionality and aggregations than Governance.Business does offer. The final solution (Governance.Business) does exactly cover what InovaPrime promised us in the sales cycle."

Jochem Wielders,
Chief Technical Officer at FLX Solutions.

For more information, please visit governance.business.

Connect with InovaPrime

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Governance.Business is a Business Process Management solution, it is designed to help companies govern and manage their strategy, goals, priorities, processes, and people related to strategy planning and execution, from portfolio management to project execution to resource optimization.
Governance.Business is a consolidated platform that aims to offer end-to-end governance capabilities to plan and execute an organization's strategy.
Governance.Business is a software solution developed by InovaPrime.