



**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 for disruptive and better processes 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

FLX Solutions was determined to improve its processes in order to offer the best services possible whilst eliminating unnecessary rework, administrative processes, repetitive tasks, costs, and delays. The company was wasting time by manually compiling data stored across multiple tools, Excel files, and emails. They looked to replace all these 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. In just a few days, FLX Solutions got one single tool with real-time aggregated information that saves times and allows teams to be more effective.

## 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 typical activities that a large company has, but with fewer resources. It needed to have the visibility and control across operations and management, including simple tasks like tracking of hours, tracking of vacations, expenses management, invoicing, controlling the sales pipeline, maintaining insights into the company's finances, etc. Also, the company had to focus on delivering projects and services to its customers, so day to day activities include resource management, project planning, tracking forecast and actuals of financials and resources, tracking and following up of tickets, and controlling SLA's. All activities are crucial for a healthy company.

"All these different tasks would normally mean a broad range of tools and very little, if not no aggregation of data from the different systems. 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.

**"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.

# Only one tool to manage the complete company

## SOLUTION

Time is a precious resource for FLX Solutions. It needed a quick and efficient solution, it didn't have time to invest in bespoke development. A cloud turnkey solution, such as Governance.Business Cloud, provides the flexibility, user-friendly usability, and low costs that a small company like FLX Solutions need. As Jochem Wielders explains, "The need for only one tool for all our different tasks, and the real-time, aggregated, insight into all our company data."

The Professional Services Automation solution is a complete tool designed to enable organizations to manage the complete 'sell to deliver' lifecycle, gaining full visibility and control on each of its activities. Governance.Business PSA integrates features like business & account planning, 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 for automation in a company like FLX Solutions. Governance.Business is the only tool we use to manage the complete company", said Jochem Wielders.

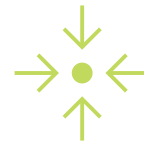
Governance.Business offers the possibility to create custom automatic reports and dashboards to provides an overview of global data and notifications, showing key performance indicators and define specialized views configurated by team or role.



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 greater transparency, control, and visibility of all their processes and data, but even more importantly, all the team is now aligned, having a clear overview of the projects, needs, and resources. Governance.Business provides more efficiency freeing up time to FLX Solutions people, and their customers are ones that benefit most from all of it.

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

Besides freeing up time to further analyze projects and results, which enhances their delivery, now they can adjust and modify strategies to achieve better business outcomes. Jochem Wielders says “As all tasks are of equal importance to us, all areas of functionality 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 into 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, such as Governance.Business, it is important that all teams are involved and consulted during the decision-making process.

To implement an end-to-end business governance solution is a significant transformational change to the organization because this impacts all teams and customers. In FLX Solutions, “The team liked the user-friendliness of Governance.Business. It’s very little work to keep the data up to date. On

One  
big step  
into the future!

## GOVERNANCE.BUSINESS PROFESSIONAL SERVICES AUTOMATION SOLUTION



the other hand, the availability of all the data in Governance.Business gives all employees a lot of benefits - from Employees to Management” and, “Our Clients are happy with the ticket management module as they are able to electronically, in one single source, submit tickets and fully follow the handling of those tickets,” reflects 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](https://governance.business).



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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.

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