DIGARC Increases Utilization by 20% with Mavenlink

DIGARC, a software company, is dedicated to solving issues that plague higher education, including convoluted approval processes, workflow bottlenecks, inconsistent course information, and class scheduling complications.

Through a unified platform the company is able to streamline, track, and control the course lifecycle from conception to scheduling for both administrators and students through curriculum management, catalog management, student pathfinding, and class scheduling.

"We began looking for utilization tracking alternatives and it became clear that Mavenlink was aligned with our business processes and how we implement solutions. The implementation process was great."

Lauren Weaver, Director of Implementation Productivity, DIGARC
THE CHALLENGE

Legacy Systems Stand in the Way of Greater Success

When DIGARC was acquired by a private equity firm in 2016, the company and its many departments needed to shift to a more formal approach to business processes. Prior to the acquisition, the company relied on Google Sheets and Replicon for resource management and time tracking. The constraints of those systems led to the company’s search for a more effective solution.

“We had to run 10 to 20 reports to get all the information needed for consumable and detailed insights into employee productivity, which then had to be added to a Google Sheet,” said Lauren Weaver, Director of Implementation Productivity at DIGARC.

Some of the most important issues that needed to be solved with a new resource management solution included:

**Easy and Accurate Time Tracking**
The DIGARC team found it difficult to ensure that every employee was regularly and accurately tracking their work hours in Replicon, with employees often needing to remember and enter hours several days later. This often led to inaccurate and unreliable data.

**Fast Project Insights**
DIGARC’s legacy systems made it difficult to effectively manage and allocate resources and greatly limited project and resource forecasting. As a result, the organization lacked visibility into project progress and margins, which limited the ability to make informed improvements to business processes.

WE SAVE SO MUCH TIME WITH MAVENLINK IN CREATING REPORTS EVERY WEEK. WE CAN USE THAT TIME FOR SO MANY OTHER CRITICAL BUSINESS PROCESSES NOW.”

Lauren Weaver, Director of Implementation Productivity, DIGARC
Mavenlink Insights are fantastic. We were able to quickly build many different custom reports to replace the legacy reports our teams were used to seeing. It helped us transition processes as smoothly as possible and better serve our clients.”

Lauren Weaver, Director of Implementation Productivity, DIGARC

THE SWITCH TO MAVENLINK

Maximizing Resource Time and Utilization

Finding an insightful and powerful resource management solution was critical in DIGARC’s plans. DIGARC considered Replicon’s professional services automation (PSA) add-on, as well as Netsuite, but ultimately chose Mavenlink because of how well the solution aligned with their specific needs.

A new way of working meant that DIGARC needed Mavenlink to provide:

**Easy-to-Use Time Entry**
DIGARC needed a new time tracking system that improved the accuracy of information provided by team members, which would also help the organization better understand utilization rates and areas in need of improvement.

**On-Demand Utilization Reporting**
The DIGARC team runs weekly utilization reports and a larger, monthly report, as well. Using Replicon took 4 to 6 hours for weekly reports and 8 hours for the monthly report, which led DIGARC to look for a more efficient solution.

**Custom Report Creation**
With Mavenlink, DIGARC’s services team was able to create a wide variety of custom reports for crucial insights targeting Key Performance Indicators previously tracked with Google Sheets.

**Resource Allocation Insights**
Comparing estimates and actuals on a project-by-project basis was critical for DIGARC to better inform estimates and improve the resource allocation process to ensure the right team members are assigned to the tasks right for them.

“We now know where we are over-allocating resources,” said Weaver. “Seeing how one role may be over-allocated versus another on each project lets us help team members work more effectively on projects and deliver the best possible experience for our clients.”
The implementation process with Mavenlink was simple and straightforward. We were very eager to get things going with our new solution and the entire process from start to finish has been truly amazing.”

Lauren Weaver, Director of Implementation Productivity, DIGARC