Mavenlink

20%
Increase in Productivity

8%
Increase in Utilization

Herjavec Group Increases Productivity By 20% with Mavenlink

INDUSTRY

Technology, IT (Cybersecurity)

COMPANY

Herjavec Group

WHAT MAVENLINK REPLACED

Microsoft Projects, Excel

BENEFITS

20% increase in productivity

8% increase in utilization

Support for simultaneously managing 250+ projects

Support for pre-sales and project pipeline forecasting

Providing Cyber Protection Around the World

Herjavec Group is a cybersecurity firm offering comprehensive protection to minimize cyber attacks and threats for companies around the world.

Herjavec Group provides cybersecurity products and services to enterprise organizations and has been recognized as one of the world's most innovative cybersecurity operations leaders, with the company excelling in complex, multi-technology environments.

Herjavec Group provides expertise in comprehensive security services including Managed Security Services (SOC Operations, Threat Detection, Security Technology Engineering) and Professional Services (Advisory Services, Identity Services, Technology Implementation, Threat Management, and Incident Response). Herjavec Group has offices and Security Operations Centers across the United States, United Kingdom, and Canada.

THE

CHALLENGE

> *From a scale perspective, Mavenlink was right for where we were and we knew that it was what could take us to the next step."*
>
> Katherine Isaac, Vice President of Service Delivery, Herjavec Group

THE CHALLENGE

The Need for Stronger Support

As a company focused on providing innovation that will change the lives of clients, Herjavec Group was dependent on systems that could enable their project management strategies.

Herjavec team members were using Microsoft Projects for management, however, each project manager's instance was disconnected from one another while controlling their own projects. The result was that it was difficult to funnel up and manage the company's project portfolio as a whole. In addition, team members used Excel spreadsheets for data analysis, which led to data inconsistencies and excessive amounts of time used in analyzing data. The company also used Easy Projects for project management, but the solution lacked the insights needed for projects.

These legacy systems and the shortcomings created at Herjavec Group caused team members to experience several recurring issues that interfered with day-to-day work, including:

Lack of Financial Integration

Herjavec Group needed the ability to integrate projects and resources with financial systems. Without the ability to forecast income, Herjavec Group did not have the insights needed to properly plan out each quarter for the greatest success possible.
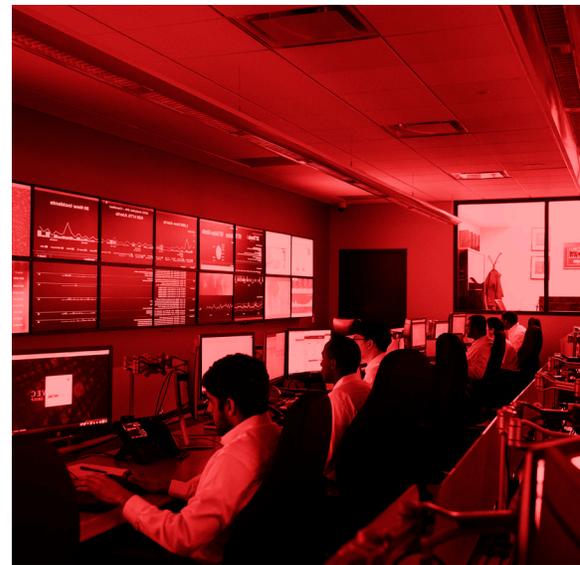
Complicated Resource Management

Herjavec Group wasn't able to effectively allocate and schedule time, which prevented them from informing clients of availability on projects. These shortcomings caused sales representatives to not have accurate data regarding staffing capacity, which kept them from keeping clients informed and moving projects forward without delays.

> "
> *Mavenlink's Full-Cycle Resource Management solution was a big win for us. We're improving where we manage resources and how we allocate and schedule time with our clients."*
>
> Katherine Isaac, Vice President of Service Delivery, Herjavec Group

THE

SWITCH

Insights Into the Future

Continued complications with resource and project management led Herjavec Groupto begin the search for a new solution that could scale with the growing company and empower team members for years to come.

During the search for a stronger project management and project portfolio management (PPM) solution that could help overcome challenges, Herjavec Group considered several different options, including FinancialForce, Wrike, and Planview. However, the organization eventually decided on Mavenlink as the project management and PPM solution for its unique demands.

Specifically, Mavenlink needed to fulfill several critical needs, which included:

Improved Project Collaboration

Having projects run in separate instances of solutions caused difficulties in team member collaboration. This challenge was solved by Mavenlink's collaboration capabilities, including having team members email into a project and cc a project thread for a collaboration approach they were familiar with using.

Project Performance Insights

Disparate project management instances caused difficulties in understanding the true performance of each project. As such, the Herjavec team needed a project management and PPM solution that could provide updates on project completion, burn rate, timelines, and more for greater control.

Resource Availability Forecasting

Herjavec Group needed the ability to see both current and future resource capacity for both project planning needs and the ability to follow through on sales agreements with prospective clients. Gaining these insights through Mavenlink was critical for success both before and after the sale.

> *Mavenlink allows us to look at our forecast and see what we plan to do for the rest of the quarter. Mavenlink makes it a lot easier for sales representatives and their pre-sales opportunities because we know our availability for clients."*
>
> Katherine Isaac, Vice President of Service Delivery, Herjavec Group

THE

RESULTS

Collaborating With Critical Insights

Support for Stronger Performance

With Mavenlink, Herjavec Group is now able to better report on past project performance and forecast future performance, with stronger time keeping and project management capabilities throughout the business. As a result of Mavenlink's support, Herjavec Group experienced a 20% increase in productivity and an 8% increase in utilization rates.

Empowerment Through Master Planning

Today, Herjavec's team members are heavily using Mavenlink Master Planning, which helps resource managers access critical project details from a single dashboard. This has allowed team members to customize their insights regarding specific practice areas of the company for a faster understanding of project needs. In addition, senior leaders at the organization are able to quickly understand resource utilization without time consuming searches.

Interdepartmental Support

Today, Mavenlink is being widely used across the organization and has helped keep departments stay connected during the shift to remote work due to COVID-19, with the finance department having its own dashboard for greater financial insights. In addition, the business development team also uses Mavenlink for pre-sales and historical information to book resources against presales timelines and non-billable time needed by resources.

Insights and Control for Greater Success

Mavenlink's professional services automation system allows Herjavec Group to manage its team of 50 resources and up to 250 projects at a time. In addition, the Mavenlink dashboard and Project Health Report has helped the company better understand project pipeline to know how and when it should change headcount accordingly for optimized timelines and resource utilization. With Mavenlink, Herjavec Group is creating a more productive and well-utilized team for years to come.

> *Mavenlink allows us to store a lot more historical information about projects to help us audit our performance. With repeat customers, project and communication logs help us understand why projects performed well. We know what we can do to make our clients happy."*
>
> Katherine Isaac, Vice President of Service Delivery, Herjavec Group

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