

**10% Billable
Utilization
Increase**

THE METOVA
SUCCESS STORY



Detailed
Portfolio-Wide
Project Visibility

Metova Increases Billable Utilization by 10% With Mavenlink

INDUSTRY

Information Technology
and Services

COMPANY

Metova, Inc.

WHAT MAVENLINK REPLACED

Google Sheets

BENEFITS

10% increase in billable
utilization

Standardized project
management processes

Portfolio-wide visibility
and control

Company-wide adoption for
project management and
time tracking

Building Amazing Things for Companies that Disrupt and Innovate

Metova, Inc. is a technology firm that helps companies transform their business through technology to meet the growing expectations of modern customers.

Metova defines and builds experiences their clients expect, aligns their support with business goals to streamline workflows, and increases client revenues while delighting their customers.

Metova strategists and architects have helped companies solve problems, from health care to lawn care, and heavy machinery to heavy metal music. Metova works with each company to figure out what's best for both them and their customers. And as an Advanced Consulting Partner of Amazon Web Services, and Gold Partner of Microsoft, Metova has access to resources and services that help companies innovate faster, more efficiently, and at a lower cost.



One of the biggest issues we were running into was the lack of consistency across projects. Because we had no real project management system and everything was run out of Jira, each project manager was left to their own devices as to how they wanted to run a project."

Shannon Harris, VP of Finance & Operations, Metova

THE
CHALLENGE



THE CHALLENGE

Finding a New Path to Success

As a global technology firm developing custom telehealth and internet of things solutions, Metova needed to juggle a wide variety of projects, each with their own unique demands and teams. Dependence on several legacy solutions, including an abundance of Google Sheets, was inhibiting the organization's ability to grow.

As a result, the team at Metova experienced several distinct challenges in their everyday work, including:

Spreadsheet Slowdown

Teams and project managers at Metova were largely reliant on Google Sheets to keep track of and coordinate their projects, as well as to document both the skills and availability of resources, leading to errors and slowing projects down.

Lack of Reporting

Because of Google Sheets' lack of features and inability to integrate with Jira, Metova project managers were unable to easily generate the project reports they needed, preventing the level of insights required for continued refinement and success.

"One of the biggest issues we were running into was the lack of consistency across projects," said Shannon Harris, VP of Finance & Operations. "Because we had no real project management system and everything was run out of Jira, each project manager was left to their own devices as to how they wanted to run a project."



Resourcing was a challenge and a huge headache. Time tracking before Mavenlink was challenging to just invoice customers because it took so much reconciliation. With Mavenlink, you can just click select all and send."

Shannon Harris, VP of Finance & Operations, Metova



THE SWITCH



Capabilities to Grow On

As Metova continued to grow and experience success, it was time to move past Google Sheets and find a solution that could scale with the business. After searching for a new project management and PPM solution, the team at Metova selected Mavenlink for its ability to meet several critical requirements for Metova's long-term success, including:

Jira Compatibility

Mavenlink allowed Metova to continue using the customizations they had already created in Jira and have information flow seamlessly into Mavenlink thanks to an intuitive integration.

Reporting Capability

Metova project managers were tired of running the company off Google Sheets, and the customizable reports found in Mavenlink were exactly what the team needed.

On-Demand Project Visibility

Metova had limited visibility into projects. Mavenlink provided a view across the project portfolio as well as the visibility in each project that Metova needed to address issues and avoid project complications.



Having a simple and intuitive single source of truth that Mavenlink offers around our projects is hugely impactful for our teams."

Shannon Harris, VP of Finance & Operations, Metova



THE RESULTS





Success Built on Insights and Control

The Support of Master Planning

Today, Mavenlink Master Planning is used “religiously” at Metova. Every resource is tracked in detail, including their individual financial forecasts. The result is that, in the event of unexpected last minute project needs, project managers can request the exact resource they need, with much needed visibility into skills and availability. The ability to save particular views in Master Planning has allowed managers to quickly see project progress, fees, future financial needs, margins estimated at completion, and more insights that help projects with tight budgets.

Company-Wide Mavenlink Adoption

Every employee at Metova now uses Mavenlink. Software engineers use Mavenlink as their main project management solution, including managing tasks and related estimates, and as their time tracking tool. Project managers use Mavenlink to approve time sheets and create Key Performance Indicator (KPI) reports. Metova’s leadership team uses Mavenlink for reporting. The Operations team uses Mavenlink to manage the overall direction of Metova while Sales uses Mavenlink to better manage client pipeline expectations.

Utilization Improvements Through Visibility

Having a strong and reliable resource management solution made a major difference at Metova, helping them leverage the diverse skill sets available across the organization. The ability to track skills in a single place and have visibility into the projects each resource has worked on in the past is tremendously impactful. Thanks to Mavenlink, Metova has experienced a 10% increase in billable utilization.



There were a lot of limitations across the board and Mavenlink was able to address all of them and give us that single source of truth we needed to standardize our company’s processes.”

Shannon Harris, VP of Finance & Operations, Metova