



Companywide
timesheet entry
improved

THE TAYLORS
SUCCESS STORY



Greater insights
into project
targets & success

Taylor's Improves Utilization Rates by 15% with Mavenlink

INDUSTRY

Urban Development
& Infrastructure

COMPANY

Taylor's Development Strategists

WHAT MAVENLINK REPLACED

Homegrown Solution

BENEFITS

Overall utilization rates
improved by 15%

Improved international
collaboration

In-depth insights into project
targets and utilization

More consistent company-wide
timesheet entry

Supporting and Innovating Australian Development

Taylor's Development Strategists is an Australia-based urban planning, landscape architecture, building designer, surveying, and civil engineering organization that has worked in urban development, project strategy, and delivery for more than 50 years.

Taylor's has a history of excellence in the areas of master planning and urban design, surveying, GIS, civil engineering, development strategy, and project management. The company has grown to more than 170 team members, including town planners, urban designers, landscape architects, building designers, civil engineers, project managers, and development strategists. Its network extends through Victoria, Western Australia, and Queensland, and internationally to New Zealand and Indonesia. Taylor's strives to explore new frontiers, challenge the industry, and grow the space of groundbreaking project and development activity.



People around the world expect a more flexible work schedule today, including our team. In Melbourne, some employees' commute time has doubled over the last seven years and we want to give people a better work-life balance via more flexible working arrangements."

Richard Cirillo, Managing Director, Taylor's

TAYLORS
CHALLENGE



Continual Growth Brings New Complications

As Taylors grew in size and opened international offices, the company sought to provide team members with the information needed to enable more accountability in delivering projects. Doing so would help better analyze performance efficiency in individual projects and empower people to play a more effective role in larger team projects.

Taylors built its own system, QBoss, for project management because the company could not find what it wanted in the market 15 years ago. However, the homegrown solution was built when the company was composed of approximately 50 team members. As the company grew, the system couldn't keep up with Taylors' business requirements.

Taylors needed to move past certain limitations, including:

Lack of Workflow Control

As a diverse company, many projects at Taylors involve team members from across the country simultaneously working together despite their distance. The business needed a solution that could improve the workflow and strengthen task coordination while still allowing team members to maintain their flexible schedules.

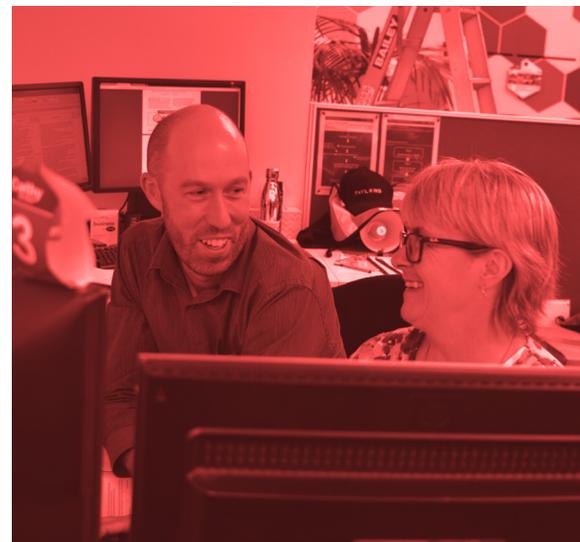
Complications from a Growing Team

As Taylors grew in size, it also embraced a more flexible and remote approach to work. As such, the business needed a project management solution that could allow people to work from anywhere and at any time, working both online and offline, without unnecessary complications. But their legacy system could not keep up with the number of tasks being assigned and could not provide the necessary level of insights.



For me, the workflow management capabilities and ability to implement workflow management by individual tasks within Mavenlink are the keys to success and are critical for the future of our business."

Richard Cirillo, Managing Director, Taylors



THE SWITCH TO MAVENLINK

Greater Insights Bring Greater Success

Continued company growth and business processes that relied on coordination between multiple offices in different countries led Taylors to look for a new solution. While the company considered several different project management solutions, Taylors selected Mavenlink.

There were multiple reasons why Taylors chose Mavenlink to fulfill its project management needs, including:

Effective Project Reporting

Mavenlink helped Taylors eliminate manual processes for invoicing and project reporting through the use of fast, customizable, automated reports for teams across the organization.

Multi-Office Coordination

Taylors used Mavenlink to better coordinate its many different offices and the various tasks being completed across the country for improved collaboration and greater efficiency.

Strong Integration Capabilities

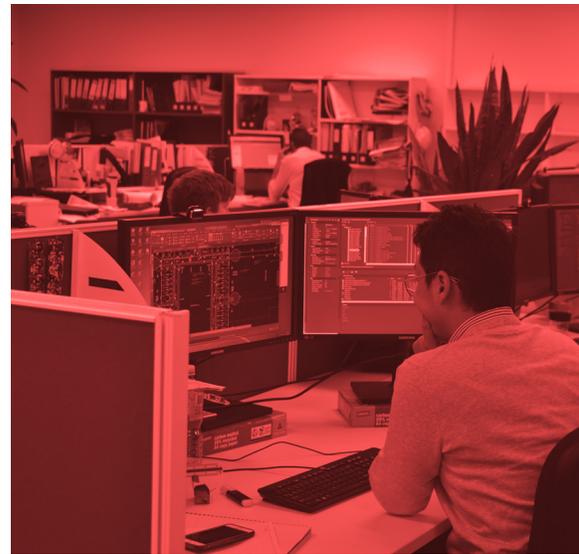
Mavenlink's ability to integrate with other solutions, specifically Netsuite, that were critical in Taylors' business processes was a major reason behind its adoption of the project management solution.

"We feel like we can grow with Mavenlink," said Richard Cirillo, Managing Director at Taylors.



The ability to consolidate multiple Excel sheets, Word documents, and other time-consuming manual processes within Mavenlink has been a crucial improvement. The more Excel sheets I can eliminate, the better for me."

Emma Sinnott, Senior Project Administrator, Taylors



THE RESULTS





Thriving Through Global Collaboration

Critical Project Visibility

With Mavenlink, the team at Taylors has improved its visibility into individual team member utilization rates, as well as daily performance for each employee. In addition, Taylors has increased its visibility regarding how each project is progressing in regards to schedules and other targets that are critical for success. The result is that Taylors has been able to increase company-wide utilization rates by 15% through the use of Mavenlink.

Improved Project Insights

Taylors' civil engineering projects are billed on a flat fee, which requires the company to estimate the total cost of work before beginning. However, there are many factors that the business cannot predict due to changes in clients' desires and the complications that often come from working with government organizations. Mavenlink has helped Taylors analyze workflows at a granular level to better understand the actual hours of a project and create greater efficiencies in the business.

Customized Reports for Unique Demands

Today, Taylors uses a mix of Mavenlink's pre-built reports and customized reports to create valuable insights regarding critical business processes. These pre-built reports include project health, utilization, and execution reports, while custom-built reports provide Taylors with exact data regarding the performance of its uniquely-structured teams, which are spread across multiple countries. These reports have helped the business make the most of its highly-collaborative process.

Company-Wide Adoption

Mavenlink has been adopted by multiple departments across Taylors to support a wide variety of needs, including the finance department to make the most of each resource's billable hours and the human resources department to better prepare and manage each person's role within the company. The improved insights into each resource and project combined with stronger billing made possible by Mavenlink will ensure long-term success for Taylors.



We've had very positive, professional interactions with the entire Mavenlink team from the very beginning. Mavenlink has done all the things that we wanted it to do and has given us the ability to not only solve our problems today and proactively solve any that may arise in the future. We're pushing the boundaries of our processes and learning to better analyze the data we are collecting."

Richard Cirillo, Managing Director, Taylors