TeleTracking Increases Billable Utilization by 37% with Mavenlink

Solving Healthcare’s Most Pressing Issues

TeleTracking Technologies, Inc. provides patient flow automation solutions to the healthcare industry to solve today’s pressing hospital needs.

As a healthcare patient solution provider focused on optimizing workflow and improving timely patient care, TeleTracking’s mission is to ensure that no one will ever wait for the care they need. Over the past 10 years, TeleTracking has been responsible for the launch of more than 100 Health System Command Centers across North America and Europe. These Command Centers expand access to care and increase visibility and communication across their systems, community providers, and patient populations.

"Prior to Mavenlink, we had a tool for almost every single function. Project managers had too many passwords to remember, too many buttons to click to get their work done. It was at a point where they could no longer be efficient."

Melissa Korzun, Client Transformation Leader, TeleTracking Technologies
THE CHALLENGE

Introducing Dynamic Resource Optimization

The search for a resource management solution that could meet the many different needs that were spread across various solutions led the TeleTracking team to choose Mavenlink’s industry cloud for professional services over Kimble and OpenAir PSA tools. Mavenlink’s internal time tracking, in-depth analysis and comprehensive resource management capabilities addressed the long-standing issues they had been facing.

TeleTracking needed a resource management solution that could provide support in several crucial areas, which were found in Mavenlink, including:

**Insufficient Time Tracking Practices**
TeleTracking could not accomplish complete and correctly categorized time tracking with their legacy systems, which caused issues with compliance and time being lost and unaccounted for throughout the company.

**Unclear Resource Utilization**
Understanding utilization was a challenge for TeleTracking, who struggled with time entry miscategorization from employees, inconsistent utilization definitions, unforecasted work, and complications with supporting multiple projects and clients simultaneously.

**Difficulty in Forecasting Capacity**
Managers often relied on stale offline reports, which made long-term scheduling, capacity planning, and working with remote employees difficult. These complications caused the TeleTracking team to have issues forecasting future needs, over- and under-hire for projects, and experience unnecessary costs caused by rescheduling travel for employees due to sudden changes in the business.

"We were not looking for just a new project management technology, but really looking for a partner that was going to help us make the right decisions along the way. Mavenlink stood out in terms of that partnership even in the pre-sales process."

Melissa Korzun, Client Transformation Leader, TeleTracking Technologies
Understanding Resources In Depth

The search for a resource management solution that could meet the many different needs that were spread across various solutions led the TeleTracking team to choose Mavenlink over Kimble and OpenAir. Mavenlink’s internal time tracking and analysis capabilities quickly showed the company that a solution to their long-standing issues was possible.

TeleTracking needed a resource management solution that could provide support in several crucial areas, which were found in Mavenlink, including:

**Sales Pipeline Visibility**
Mavenlink enabled long-term scheduling and insights into both in-office and remote employees to reduce benchtime. These insights into upcoming project demands help make the most of each resource.

**Detailed Utilization Reports**
TeleTracking dealt with frequent time entry miscategorization and inconsistent utilization definitions, which made it difficult to understand how well utilized employees were and what employee needs were unmet.

**Accurate Time Tracking Capabilities**
TeleTracking dealt with frequent time entry miscategorization and inconsistent utilization definitions, which made it difficult to understand how well utilized employees were and what employee needs were unmet.

“Mavenlink met all of our requirements and even exceeded them in some cases,” said Melissa Korzun, Client Transformation Leader at TeleTracking Technologies.

“Being able to finally have this ecosystem with Mavenlink where we could look at our resources as a whole and see where they were deployed, what they were focused on, what skill sets we had available, balance out the workload for our resource pool, and the forecast was a huge opportunity.”

Jane Everett Goering, Resource Manager, TeleTracking Technologies
THE RESULTS

Accurate Time Tracking Brings Stronger Utilization

Massive Gains in Resource Utilization
Adopting Mavenlink has helped TeleTracking achieve 100% compliance with their time tracking policies throughout the organization so that they can ensure all team members are reporting their work correctly. This has resulted in TeleTracking experiencing a 37% increase in billable utilization between Q1 of 2018 and Q1 of 2019. In addition, the company has benefited from improved Work-in-Progress (WIP) accounting through Mavenlink.

Robust Time Tracking
Improving time tracking has greatly helped TeleTracking to better understand and utilize their team members. Previously, TeleTracking was not tracking all time for remote, technical teams, despite having a large number of those employees. Insights provided by Mavenlink create visibility into how resources are being used and prevent underutilization by helping managers understand how their entire team can operate more effectively, with an 18% increase in hours to date.

Long-Term Forecasting for Capacity
TeleTracking has utilized Mavenlink’s Unnamed Resource Feature to allow named resources to be scheduled closer to actual events and has used Master Planning to assure all resources both remote and on-site are scheduled effectively. In addition, Insights Reports support real-time, objective capacity planning. Together, these Mavenlink features are helping TeleTracking utilize their resources more effectively than ever.

“Mavenlink stood out to us for the capabilities that they had across resource management, project management, ease of use, user interface, and the ability to have an analytics engine with critical insights. The insights reports were really a key differentiator.”

Mark Munson, Director, Client Delivery, TeleTracking Technologies

Visit mavenlink.com to learn more