



37%
increase in
billable utilization

THE TELETRACKING
SUCCESS STORY



100%
compliance with
time tracking

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

INDUSTRY

Software

COMPANY

TeleTracking Technologies

WHAT MAVENLINK REPLACED

Excel, Microsoft Project

BENEFITS

100% time tracking compliance

13% increase in hours in 2 weeks

18% increase in hours to date

37% increase in billable utilization

THE CHALLENGE



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Excellent Service Requires Stronger Solutions

TeleTracking's patient flow solutions support healthcare providers in a wide array of critical areas. To ensure they are providing the best support possible, the organization is dedicated to establishing the right teams, adopting the best practices, practicing strong change management, and maintaining a reporting mindset. TeleTracking used a variety of systems to enable these internal practices, including MS Project, Sharepoint, NetSuite, Jira, and Microsoft Excel.

However, TeleTracking's usage of these many different solutions created numerous challenges within everyday business processes, 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.

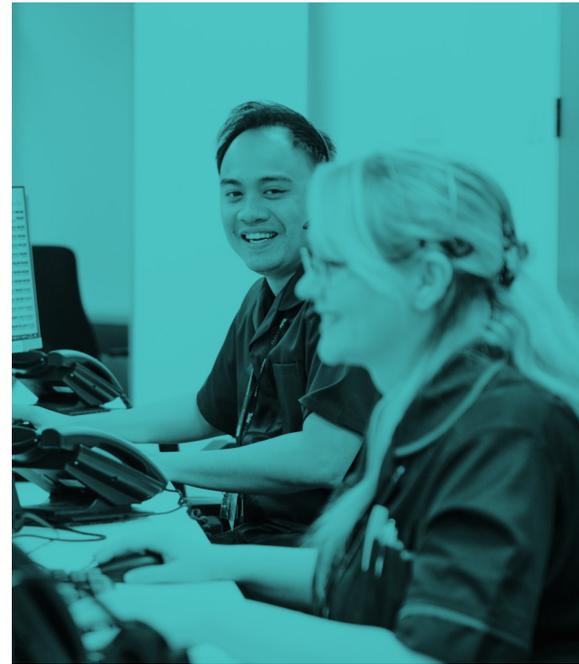
Difficulty in Forecasting Capacity

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



THE SWITCH



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

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"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