# Projector Supports Dell Perot Systems' Continued Growth by Improving Project Visibility

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## AT A GLANCE

*Summary:*
Through two acquisitions over the past two years, the MEDITECH Solutions Group has used Projector PSA to increase revenue, reduce billing time and triple its capacity.

*Industry:*
Healthcare technology consulting

*Location:*
Canton, MA and Plano, TX

*Challenge:*
The MEDITECH Solutions Group (MSG) within Dell Perot Systemswanted to streamline two critical business processes in order to increase efficiency while growing: scheduling its team of consultants, and collecting and billing their time.

*Solution*:
Projector Professional Services Automation software.

*Results:*
- Intuitive, web-based time entry and tracking
- 12-hour billing turnaround
- Improved visibility into project scheduling, costs and revenue
- Integration with other critical business management systems

*"When we shared Projector's resource scheduling capability and dashboards [with Dell Perot Systems' leadership team]... they wanted to know how other consulting practice groups within the company could use it"* - **Dave Jarvis,** Sr. Manager of Consulting Services - Dell Perot Systems

## COMPANY PROFILE

The MEDITECH Solutions Group (MSG) within Dell Perot Systems provides information systems integration, consulting services and ongoing support to hospitals and large physician practices to improve the quality and reduce the cost of healthcare. The group's consultants travel to different projects across North America and Europe. That consulting team is the core of MSG's business, and comprises about eighty percent of the group. The remaining team provides project management, support and back office resources.

*Projector PSA provides:*
- Rapid implementation and fast ROI
- Scalability for growth
- Flexibility to meet your group's unique needs

## BUSINESS CHALLENGE

Before MSG was acquired as a group inside the larger organization of Dell Perot Systems, it was an independent, private company providing the same suite of services. The company was growing quickly, due to the need among healthcare organizations to improve their hospital and clinical information systems so they can deliver the most effective care. MSG management knew the company could improve efficiency while continuing to grow by reassessing two key business processes: scheduling consultants' time and billing for it.

Before Projector the group used two separate applications for collecting and billing time: one for timesheets, and another for financial management and reporting. Since the two applications couldn't share data, it reduced inefficiencies in issuing invoices to clients.

## SOLUTION

After researching available options, MSG leadership decided that a Professional Services Automation tool was the best fit. They needed fast implementation and return on investment, which led them to narrow their focus to hosted Software-as-a-Service (SaaS) solutions. They needed a system that could handle the company's growth in size and complexity. They also wanted to partner with a vendor who could respond to their changing requirements and meet their unique needs. Projector Professional Services Automation (PSA) stood out as far and away the best solution.

MSG engaged Projector Implementation Services, and was using Projector PSA to run their business within eight weeks.

"We saw immediate gains," says Jarvis. "With Projector, we immediately had unprecedented visibility into project costs and scheduling needs. We had a master schedule and real-time data. We put teams together faster, and operate more efficiently."

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*"Greater visibility is translating to immediate gains thanks to Projector. Now we can put teams together faster, and operate more efficiently" - Dave Jarvis, Sr. Manager of Consulting Services - Dell Perot Systems*

*"I give [Projector] an A+ in customer service and responsiveness." - Dave Jarvis, Sr. Manager of Consulting Services - Dell Perot Systems*

In addition to resource management, the group also used Projector PSA to automate time collection and invoicing. Consultants enter their time through the intuitive Projector web interface and managers can easily review and approve it—all within the Projector application. MSG now turns timesheet data into invoices in record time. Jarvis says, "Even while the business grew, we decreased the time it took to invoice from five days to about 12 hours."

## RESULTS

Projector PSA has kept pace with MSG, even as MSG's needs have changed. During two different systems integrations that streamlined the group's expense reporting, MSG required a speedy transition with no interruption to the business. Both times, Projector's Professional Services group automated the flow of expense data into invoices without any changes in how MSG used Projector. Both integrations took just a day or two to complete. "I can't remember a single time when I had to wait for an answer from support during either transition—or at any other time," says Jarvis. "I give them an A+ in customer service and responsiveness."

After the acquisition, Dell Perot Systems encouraged MSG to adopt its existing time management solution in order to standardize processes across the company. MSG made a case to the leadership team to demonstrate how critical Projector PSA was to the efficient management of its business. They made such a convincing argument that not only were they able to keep using it, but now two additional groups within Dell Perot Systems are also using Projector PSA to manage their operations. Says Jarvis,"When we shared Projector's resource scheduling capability and dashboards that display the pipeline of upcoming engagements, they realized it was a perfect fit for us. They also wanted to know how other consulting practice groups within the company could use it."

Exceptional visibility into projects, reliable resource management, real-time data, customizable reporting—not to mention the rapid billing cycle it facilitates—makes the MEDITECH Solutions Group within Dell Perot Systems consider Projector PSA critical to the growth of its business.

## About Projector

Projector is the leading best of breed Professional Services Automation software on the market. As your consulting firm's core operational system, our PSA solution helps your teams efficiently manage the entire delivery process. From initial planning, project management, and resource scheduling to time and expense tracking, budget management, and invoicing, Projector manages every aspect of the project lifecycle for professional services firms across the globe. Projector delivers world-class support and consulting services alongside unparalleled educational and community-based learning opportunities. Customer success is at the core of Projector's mission, and the ultimate expression of this pursuit is the satisfaction of organizations using Projector. Projector has been consistently ranked as the PSA tool with the highest level of user satisfaction in multiple surveys and benchmarks tracking the performance of professional services organizations and the tools that they use. Interested in learning more? Visit our website at www.ProjectorPSA.com

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