



SupportSoft

www.supportsoft.com



At A Glance:

- **Company:** A leader in technology problem resolution, its solutions for enterprise and consumer markets have been deployed on over 50 million end points in 23 countries.
- **Industry:** Software
- **Location:** Corporate headquarters in Redwood City, CA
- **Challenges:**
 - Regional thinking prevented SupportSoft from being proactive in their global development.
 - A lack of real-time data hampered forward thinking.
 - Company needed to implement a PSA solution with minimal growing pains.
- **Results with OpenAir:**
 - Growth. Timely, under budget project produce happier customers and increased business.
 - Savings. Finite processes stop leaks in revenue due to manual errors.
 - Simplification. Managers now generate their own reports in real-time.
 - Visibility. Executives and managers now have more insight into project performance.



“OpenAir has stopped the leaks in revenue at our organization. With an automated system in place, all time and expense that should be billed to our clients is actually invoiced. There is no more lost revenue due to confusion over billable time and expense.”

— Laurie Jacobson Jones, VP of Global Service Operations
SupportSoft

Results

After a ten week implementation, SupportSoft went live with OpenAir and the user benefits were immediate. At every level of the organization, OpenAir provides quicker, more effective processes to conducting business.

“Our consultants absolutely love the on-line nature of OpenAir. They can enter their time and expenses while on the road and no longer have to use spreadsheets!” says Laurie Jacobson Jones, VP of Global Service Operations, SupportSoft. Even more, PTO requests and leave accrual balances are readily available online for easy access and submission.

The consultants in the field are far from the only employees at SupportSoft benefiting from OpenAir. Project managers and the executive management team thrive off of the increased visibility they have gained. With OpenAir, SupportSoft now has a defined and maintained system for their Program Management Office (PMO).

“Not only do our project managers now have real-time access to project time, expenses, and invoicing within one system, they are also empowered to generate their own reports on demand through OpenAir” say Mike Resurreccion, Manager of SupportSoft Global Services’ PMO.

In addition to monitoring time and expense entries, project managers regularly control task assignments and maintain project plans online or integrate with MS Project with OpenAir’s delivered integration tools. Through finite processes in OpenAir and a supporting project methodology, SupportSoft’s services delivery has greatly improved.

“With a greater percentage of our projects finishing on time and under budget, we have happier customers and increased business,” says Resurreccion.

The Challenges

Upon evaluation of their existing systems and processes, SupportSoft identified a series of pain points in their business methodology. “Regional thinking and a lack of real-time data

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SupportSoft*

prevented us from being proactive and forward thinking,” said Ms. Jones. “If we were serious about transforming ourselves into a truly global organization, laying out a strategic plan and getting everybody on board was essential to success,” said Ms. Jones.

To truly break away from these obstacles, SupportSoft devised a three pronged plan. First and foremost, standardization and automation of business management was critical. Continuing with manual processes would prevent any scalability and limit opportunities for strategic growth.

Naturally, with improved business management, SupportSoft’s services delivery would be optimized thus laying the ground work for increasing both revenue capacity and services profitability. Third and perhaps most important, the development and nurturing of top talent was essential to fuel the entire plan.

“A key success factor in our strategic plan to become a World Class Consulting organization is the selection, implementation, deployment, and adoption of a scalable professional services automation tool that will provide visibility into and management of our critical business factors. We will need to select a solution that is built on industry best practices and can scale as we scale,” stated Rob Barnum, SVP Global Services and Customer Support. “Ease of implementation and low-risk, low-cost will be key in this selection process.”

The Solution

Shortly after initial usage, OpenAir is already supporting SupportSoft’s initial plan to globalize their business. OpenAir’s automated invoicing and reporting have enabled SupportSoft to standardize their business management by maximizing revenue generation opportunities and capacity planning. “OpenAir has stopped the leaks in revenue at our organization. With an automated system in place, all time and expense that should be billed to our clients is actually invoiced. There is no more lost revenue due to confusion over billable time and expense.” said Ms. Jones.

The fact of the matter is, an organization is only as strong as its employees. OpenAir has enabled SupportSoft to recruit, develop, and nurture top talent at an unprecedented level. OpenAir provides the crucial data for quarterly reviews and recognition through performance reports.

With a centralized repository of resource skills and profiles, the system guarantees that the appropriate people are placed on the jobs that best fit their skills. When employees are motivated and being used to the best of their abilities, their work will fuel corporate wide initiatives with amazing results.

“We have delivered on all our 2007 Key Strategic Initiatives and 2008 is on track to being the most successful year in terms of revenue growth and profitability for our services team. In addition to our Implementation Methodology, Navigator, our PSA solution, OpenAir, has provided our managers and consultants with the best in class tools and processes to ensure we can assess and monitor our business and consistently deliver satisfaction to our customers. The success of this system continues to be a win/win for everyone,” stated Barnum.

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