

The Integrated Advantage: Managing Projects for Maximum Profitability



CONSULTING[®]
THE PEOPLE • THE PROFESSION • THE LIFESTYLE

An **ALM** Publication

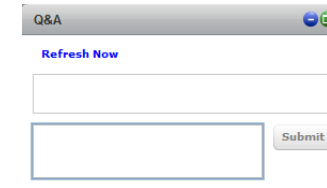
BEST PRACTICES WEBINAR

Sponsored By:

Deltek[®]

Before We Begin

- Ask questions through the Q&A widget
- Recorded On-Demand session will be available starting tomorrow

A screenshot of a web-based Q&A widget. The window has a title bar labeled "Q&A" with standard window controls. Inside, there is a link labeled "Refresh Now" in blue. Below this is a large text input field. Underneath the input field is a smaller text input field, and to its right is a "Submit" button.

Today's Speakers



Joseph Kornik
Publisher and Editor-in-Chief
Consulting magazine



Jon Caforio
National Leader for Consulting
Strategic Enablement
RSM



Tom Rodenhauser
General Manager, ALM Intelligence
Managing Director, Advisory Services

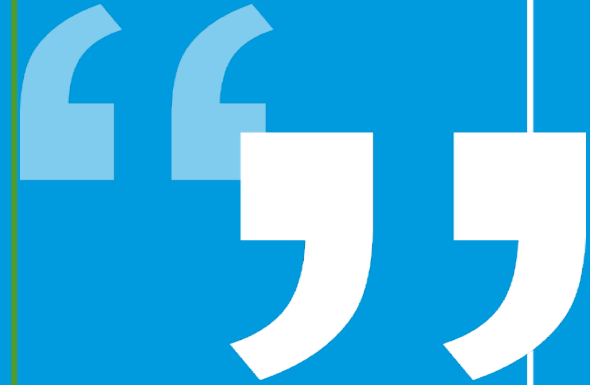


Ted Reynolds
Vice President
Impact Advisors



Laura McQuaig
Director of Product Marketing, Consulting Industry
Deltek, Inc.

Failing to plan is
planning to fail.





Which link is the
most critical?



Which link is the
most critical?

Clients or people?



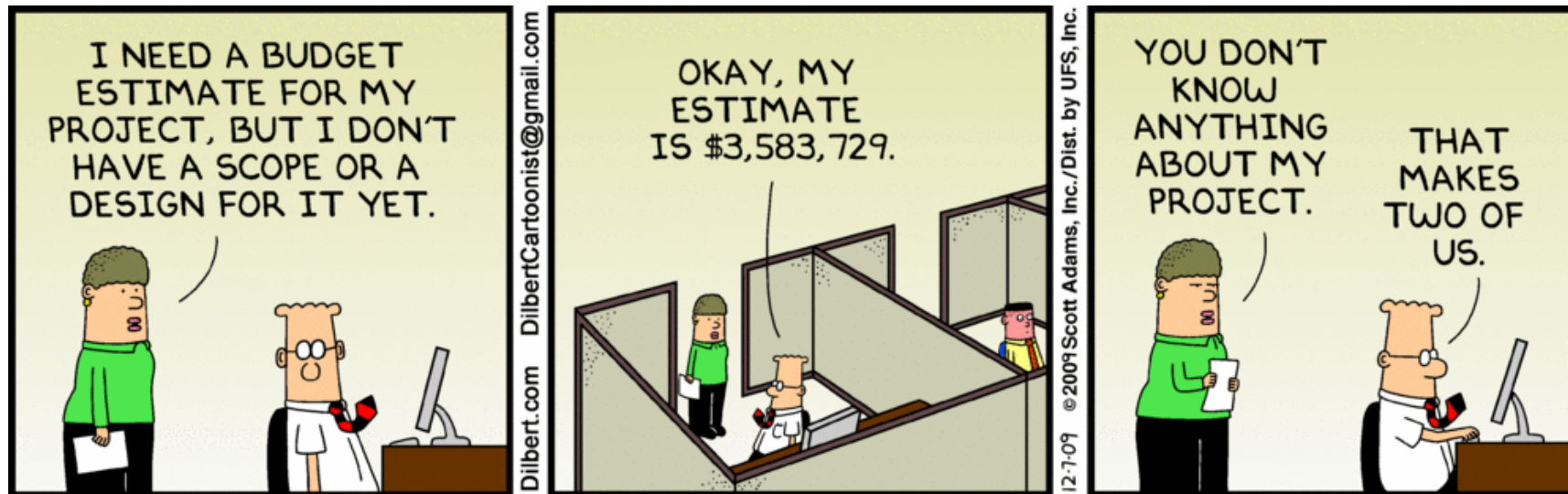


Which link is the
most critical?

Scope vs. estimate

Scope – The defined sum of the products and services to be provided or delivered as a project.

Estimate – The work effort that must be completed to deliver the scope (not to be confused with the price).

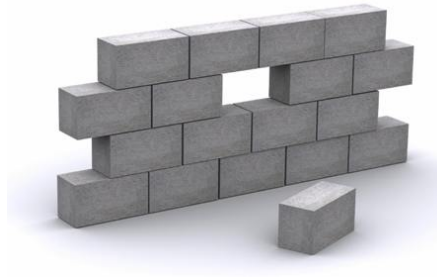


Estimating factors

Estimating factors are powerful assumptions that help clarify the amount of effort required and facilitate client trust.

“Good” estimating factors help you define the amount of work required to complete a project

- ✓ Number of users
- ✓ Number of modules
- ✓ Number of business processes and their complexity
- ✓ Number of locations
- ✓ Number of servers
- ✓ Number of site visits
- ✓ Specific deliverables
- ✓ Number of sign-off's required per deliverable



“Bad” estimating factors are subjective and not defensible

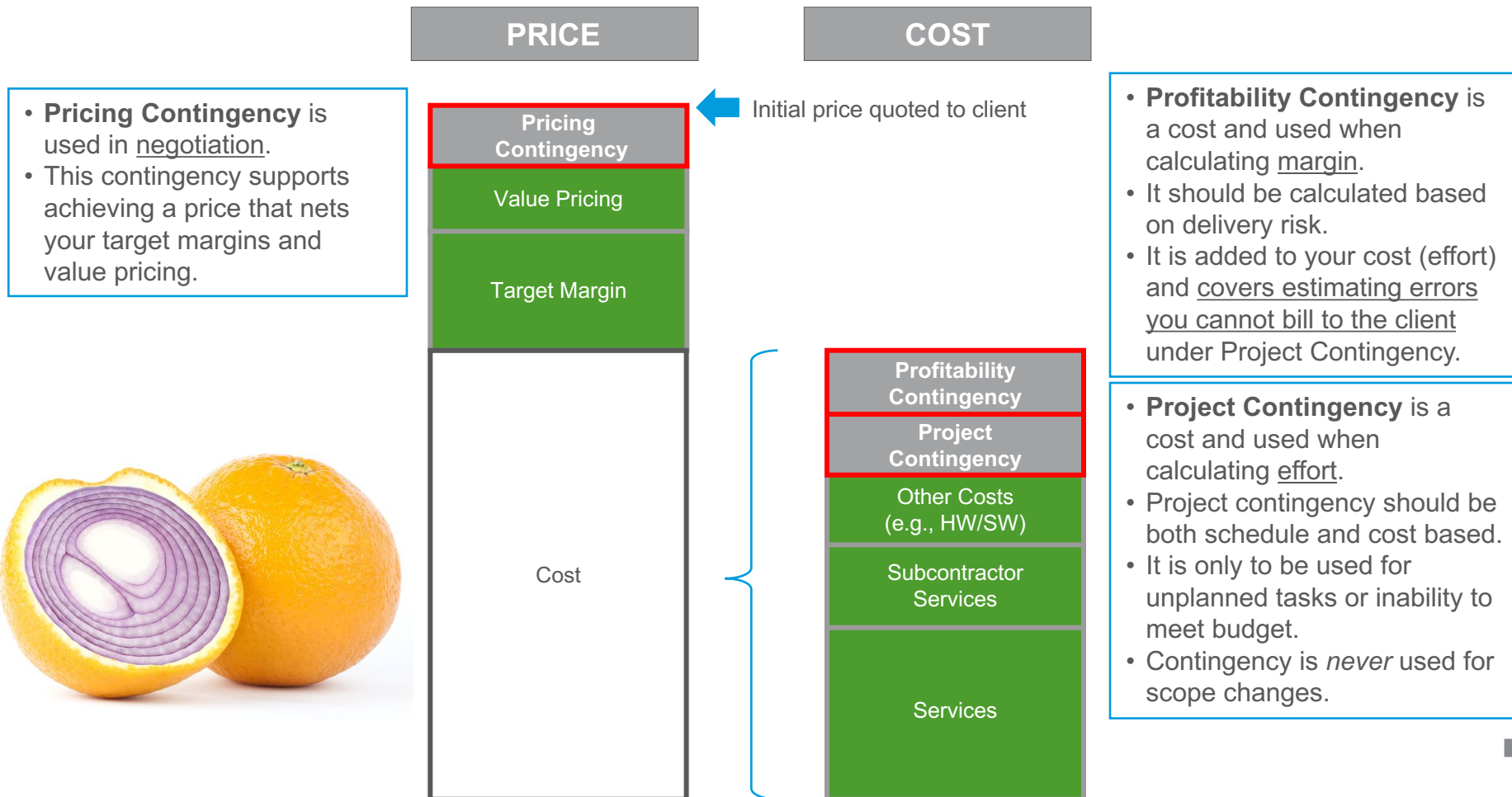
- X “Complex project”
- X “Several servers”
- X “Multiple locations”
- X “20+ users”
- X “All processes”
- X “Every end point”
- X “Comprehensive requirements”
- X “Each area of the business”



Effort equals *cost*. Never confuse effort with *price*.

Project, Pricing and Profitability Contingency

Project, pricing and profitability contingencies are separate components and each have a separate role.





Which link is the
most critical?

Executing for client satisfaction



Well begun is half
done.

- Mary Poppins



Q&A



Joseph Kornik
Publisher and Editor-in-Chief
Consulting magazine



Tom Rodenhauser
General Manager, ALM Intelligence
Managing Director, Advisory Services

Greater Impact thru Quality

September 2018

Presenter: Ted Reynolds



Impact Advisors' Qualifications

Unparalleled Client Satisfaction

10 Years of Best in
KLAS Awards



100% Positive Client References

Deep Associate Experience

20 Years Average Experience

*Leadership and Operations
in both Clinical & Revenue Cycle*

Proven Tools & Methods

255 Healthcare Client Partnerships

50+ Successful Implementations



*Focused on milestones,
collaboration & outcomes*

*Complement and enhance
vendor methodologies*

Why Is Quality Important?

- ✓ We are the market leader
- ✓ Reasonable rates
- ✓ Reduced write-offs
- ✓ “Trusted partner” relationships
- ✓ Reduced sales force
- ✓ KLAS Implementation Leadership Average 86.5 – We are at 96.6!



Client Facing Roles



+



=



All engagements have:

- **Client Relationship Manager (CRM)** focused on driving profitable revenue
- **Delivery Service Executive (DSE)** focused on providing highest quality service
- **Quality Leader** independent from the project to verify we are practicing what we preach

All roles have **billable utilization targets and revenue objectives**

Provides greater understanding of the work to be performed and deep knowledge of what success means

Quality Starts with Quality People



When Trouble Happens



Performance-Based Contracts



Results?



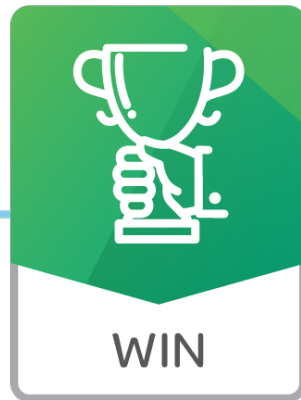
Deltek®

Powering Project Success

For Consulting Firms



Project Lifecycle



By Streamlining
Business
Development



Through Great
Project Management
and Resource
Optimization



By Finding,
Cultivating, and
Retaining Top
Talent

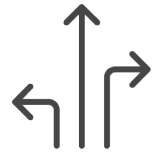


Strong Financial
Results Through
Project-based ERP



By Unearthing The
Problem Areas and
The Opportunities

Firms are Facing...



**Disparate
Systems**



**Difficult to
Use**



**Complex
Implementations**

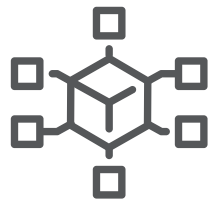




We Know...

- Simplicity is Essential
- User Interface Matters
- Playing Nice with Others is a Must

Deltek At-A-Glance



Delivering “Purpose-built” Capabilities for Project-based Companies for nearly 35 Years



Largest Pure-play Cloud ERP to Project-based Industries



22,000+ Customers Worldwide with Millions of Users in 80+ Countries



Market Leader in Our Core Industries



Award-winning Customer Care Processes



Owned by Roper Technologies (NYSE:ROP)

For More Information:



- » Project-Based ERP and PSA:
deltek.com/en/products/project-erp
- » Consulting Industry News:
www.deltek.com/consultingindustry
- » Coming Soon: **Powering Project Success for Your Consulting Firm** brochure –
emailed to all webinar attendees
- » Contact Me: LauraMcQuaig@deltek.com

Questions?



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Thank You