

Clarizen for Professional Services Organizations

Deliver transparency and customer success

Any degree of project management under-performance can put PS engagements at risk, and can rapidly turn a profitable endeavor into an exercise in damage control.

Clarizen brings a new level of visibility and control for PSOs. From major implementations to minor change requests, Clarizen lets you make the most of your resources to meet or exceed customer satisfaction targets and ROI expectations.

Systematic Struggles

PSOs that struggle to consistently achieve desired levels of customer satisfaction, project success and portfolio ROI are not lacking in commitment or drive. Rather, their hard work and ongoing efforts are typically undermined by multiple challenges:

A lack of control because various ad hoc systems are being used to manage financial reporting, time/effort tracking, coordinating and approving new project requests, managing business processes, and so on.

A lack of visibility into who is working on what, when, which leads to resources waiting needlessly on the bench, or just as problematically, projects launching without the adequate resources required to keep them on track, in scope and in budget.

A lack of communication between sales, finance and service delivery teams, which combines to create miscommunication with customers, slows down the speed of business, and puts a drag on productivity, performance and profitability.

Enter Clarizen

Clarizen gives you greater control, visibility and collaboration for PS engagements. You can know at all times who is working on what and be able to use all of your resources to their full capacity.

That's because Clarizen was built from the ground-up to support and drive PSO success, and is fully configurable to flex around changing needs and preferences. Whether they're benefiting from customized dashboards, workflows, business rules or approval processes, PSO teams love how Clarizen aligns with the way they work—instead of the other way around.

THE BREAKDOWN

Today's projects and portfolios are difficult to manage, plagued by issues that include:

- ✗ Inefficient resource utilization
- ✗ Poor visibility
- ✗ Limited data capture & reporting



Solution:

Overcome these obstacles, manage work and collaborate across the enterprise—all from Clarizen's single, intuitive cloud-based solution.

- ✓ **Real-time Control**
Control your project management, business processes and beyond.
- ✓ **Business Intelligence**
Centralize all activities and gain real-time status on project and portfolio health
- ✓ **Enterprise-wide Transparency**
Give your team a single source of truth so they can make smarter, faster decisions.

Teams can now work within a single intuitive interface that offers a single source of truth that everyone can rely on day in and day out. Gain new levels of efficiency and be able to report and share real-time data across the enterprise.

You no longer have to be crippled by a "blind view" of project health where you are forced to react after the fact to save a deployment that is failing.

Proactively manage deployments with real-time status and know at any time, which customer engagements are succeeding or at risk.

Built to drive PSO success

Key advantages



Take control

Clarizen embraces the full scope of customer implementations and ongoing maintenance. As a result, instead of juggling various ad hoc systems and disparate tools, PSOs can take total control of everything that matters: project management, change requests, financial reporting, business processes, on a centralized, holistic work execution platform.



Full visibility

Clarizen centralizes and automatically all data and activities, and associates them with the appropriate project or request. As such, PSO teams get unprecedented 360° real-time visibility into project status and progress, and can instantly identify and respond to resource overloads or under-utilization. It's even possible to trigger draft projects based on the likelihood of a sales opportunity closing, which is ideal for long-range investment, workforce and resource planning.



Enterprise-wide transparency

PSOs typically have multiple systems in the environment, and they all must work together to support project and portfolio success. Clarizen seamlessly integrates with class-leading solutions like Salesforce, Gainsight, Intacct, Google Drive, QuickBooks, and several others. The end result is a single source of truth that individuals and teams can access anytime and anywhere to make smarter, faster decisions.



Effective communication

Instead of working in silos and on islands, Clarizen brings sales, finance and service delivery teams together so they can collaborate, brainstorm, align strategies, and deliver consistent, consensus-based messaging to customers. What's more, Clarizen automatically associates emails, documents, comments and other communications together in a single place, which turns confusing chatter into clear, organized and structured conversations.

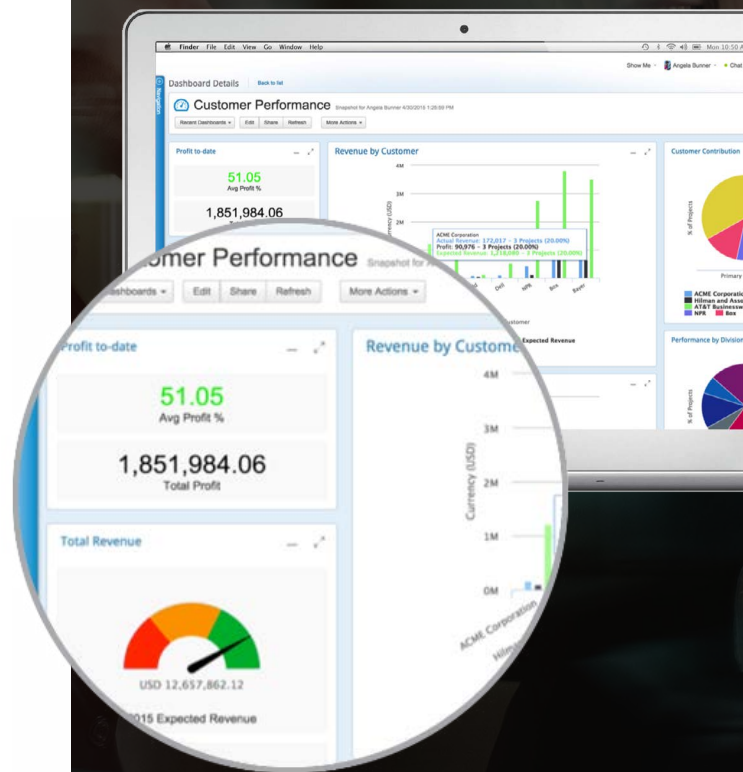


Enhanced efficiency

PSOs need accurate reports that turn raw data into actionable intelligence. Clarizen makes this happen with a suite of robust, yet easy-to-use reporting modules that enable project managers and other leaders to: create custom reports related to any project aspect or detail, track project status in real-time, link report information to project plans, Gantt charts and roadmaps, and roll project report data into KPIs to evaluate the health of projects and portfolios.

Bottom line:

PSOs can't afford to have their efforts and investments undermined and their margins and profits eroded by a lack of control, visibility, transparency, communication and efficiency. That's why leading PSOs worldwide trust Clarizen as the backbone of their project and portfolio management solutions. Instead of struggling with systemic vulnerabilities and weaknesses, they're deepening core strengths, establishing competitive advantages, and enjoying uncommonly high levels customer satisfaction, project success and portfolio ROI.



ABOUT CLARIZEN

Clarizen is a collaborative work management solution designed for people who value their time, and for organizations that value cross-company engagement. Built on a secure, scalable platform, Clarizen brings together project management, configurable workflow automation and in-context collaboration to create a meaningful engagement experience that allows everyone to work the way they work best.

Visit us today at www.clarizen.com