

# TEMPUS RESOURCE

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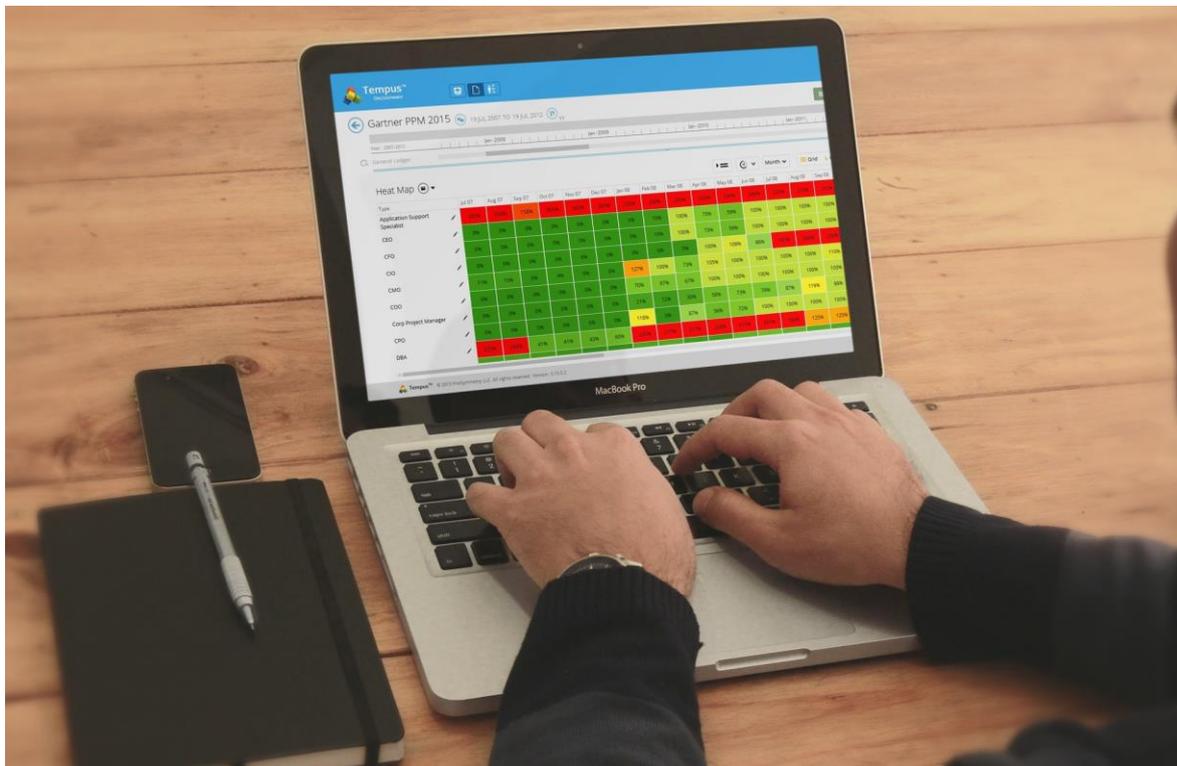
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# Optimising Resource Management for Silverchair

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## Tempus Resource in Action

Headquartered in Charlottesville, Virginia, Silverchair is a leading product development partner to top-tier scientific, technical and medical clients worldwide. Since launching in 1993, Silverchair has worked with many of the most prominent names in the STM community, including publishers, professional associations and societies, governmental agencies and academic medical centres.

Such distinguished clients expect the highest level of service – often commissioning projects that demand a precise combination of accuracy, creativity and speed to deliver to demanding briefs and tight deadlines.

Maximising the resource pipeline is therefore a considerable challenge. It's a challenge that ProSymmetry's proprietary software, Tempus Resource, is geared up to meet head on - as Zikki Munyao, Director of the PMO for Silverchair, explains.

## Tackling Resource Management in a Fast-Paced Market

*"The nature of our client base and the importance of product development for them means that we deal with a very challenging and constantly changing schedule. We have a team of over 100 people - most of whom are software developers - and many of our projects are software related. To win and keep our clients, we need to carry out many estimations, planning and delivery for multiple projects, most of which have very fast turnaround times. That means that we have to get our resourcing done – and get it done well and quickly."*

This rapidly moving pipeline means that Silverchair needs to be as pro-active as possible about how it manages and deploys its resources, according to Zikki.

*"We were looking for a tool that would help us see into the future and align our resources with current projects as well as with our future pipeline. We identified three possibilities, but none of them really did what we needed them to do. Then we came across Tempus Resource and, as we explored the technology in more depth, we felt that it has the ability to meet a lot of our most crucial resourcing needs."*

## Powerful Resource Simulations: Fully Compatible with Project Server

According to Zikki, those needs are clearly defined.

*"We need to be able to run 'what-if?' scenarios. With projects coming in all the time, we have to be able to come up with multiple scenarios based on multiple projects to ensure that we can deliver for every client. But we also need the ability to do that by pulling data out of Project Server. That syncing between the two systems was a crucial requirement when we started to look at this area."*

It's a requirement that ProSymmetry has supported Silverchair in addressing, Zikki says.

*"The ProSymmetry team has worked with us during the set up phase to make sure that all of our current and future projects and resources will be tracked systematically – firstly in Project Server and then by pulling them into Tempus Resource. Once that data is imported into Tempus, we can plan and estimate our projects and resources within that environment. We can model different scenarios and easily visualise and compare the likely outcomes. We are excited about the potential to achieve a real impact on our ability to maximise our resources."*

## Accuracy, Efficiency and Visibility

The fact that Project Server data can be imported into Tempus Resource also offers other potential benefits for Silverchair, both in terms of client service and operational efficiencies.

*"ProSymmetry have shown us that, within Tempus, we will be able to see our entire portfolio easily, with start and end dates clearly visible in the model listing" Zikki explains.*

*"That's helpful, because that's information we can't see in a single view in Project Server. We can also load multiple projects into Tempus and perform our estimations there to validate the accuracy of information going out to clients. That's extremely important for our processes and for our contract documentation. We have to know that when we value our*

*estimates we're not just relying on Excel formulas. With Tempus, we can validate estimates taking into account factors like the priority level of the project, the resources involved and how resource allocation to that particular project might affect others. We can do this in Tempus before the data is entered into Project Server, so that we know that the contract documentation going out to the client is accurate and realistic."*

What's more, Zikki says, reporting and portfolio decisions will become much more straightforward through Tempus's visual reporting capabilities.

*"Being able to show all the important information in a succinct way to our senior leadership and executive teams will help to facilitate faster, more informed decision making. That capability adds value to what the system can offer. We can also use it to communicate quickly and efficiently with our project managers, to make sure they're fully up to speed with what's happening now, what's in the pipeline and how that's affecting our project portfolio as a whole."*

## A Unique Solution for Resource Management Challenges

For Silverchair, it seems that Tempus Resource is the tool of choice to address pain points that other systems simply don't deal with. Zikki explains that the balance of capability, functionality and price are what differentiates the tool from other offerings.

*"When we were looking to address our resource management issues, none of the other solutions we tried out could offer those powerful 'what-if?' scenarios, with the ability to manipulate possibilities in real time, at a manageable cost for a company of our size. That, and the ability to run Tempus using our Project Server data, provides the ideal solution for our needs. We're very happy with our early experiences of ProSymmetry's customer service as well. The team has been quick to respond to our requests and help us to implement the technology so that it works well for our bespoke requirements. We feel that we've found a happy medium here. We are confident that the analytics we can produce using Tempus will drive a lot of our decision making and project planning in a very positive way."*

# More information

Tempus Resource allows users to:

- Run powerful “what-if?” scenarios in real time.
- Quickly gauge over and under-allocations of resources.
- Create fast, intuitive infographic data.
- View the full project portfolio in one place.
- Work with stand-alone data, or import data from management tools such as Project Server.

For more information about Tempus Resource from ProSymmetry please contact:

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## About ProSymmetry



ProSymmetry offer a number of innovative Project and Portfolio Management tools, and is a Microsoft and Nintex Partner.