

# Resource Management Practice and Framework

## Business Challenge

Our client is an enterprise software company providing both SaaS and on premise solutions for the global property and casualty insurance industry. To scale for future growth and revenue objectives, our client began re-organizing the Professional Services Group and implementing new delivery processes to meet with the additional forecasted customer sales. Kenny & Company was asked to build a Resource Management Practice and Framework that would support the rapid growth and the new Professional Services structure by providing essential capacity data and metrics to our client's executives.

The key issues that faced our client were:

- The inability to estimate production and project work accurately impacted key project delivery milestones and customer satisfaction.
- Inaccurate measures of current and future resource capacity impacted project planning and roadmap development.
- Resource utilization calculations were inconsistent across the organization – creating several versions of the “truth” and miscommunicated organizational abilities.

## Client & Engagement Quick Facts

- Twelve month engagement
- Designed, developed and implemented resource management processes across the organization
- Reengineered capacity planning methods and implemented KPIs to manage resources effectively

## Our Solution

Kenny & Company brought process design expertise, process improvement skills, and resource management knowledge to assist the client gather and document resource management process and data requirements, update and reengineer the capacity planning methods, and to develop new templates, reports and tools to manage personnel across all Professional Services projects. Our team developed detailed process flow charts, capacity planning and resource management tools, a resource utilization strategy and report, and identified pain points and areas of improvement.

## Business Benefits

This engagement helped the client to meet and manage planned customer demand, manage personnel utilization using a consistent approach across all Professional Services based on best practices used in the industry and optimize capacity to meet customer objectives and requirements based on timely data. The client now has process documentation in place, a strategy to assess resource utilization, a framework and tools to assess capacity and planned demand, and actionable recommendations to address the pain points identified during the project.

## About Us

**Kenny & Company is a management consulting firm offering Strategy, Operations and Technology services to our clients.**

We exist because we love to do the work. After management consulting for 20+ years at some of the largest consulting companies globally, our partners realized that when it comes to consulting, bigger doesn't always mean better.

Instead, we've created a place where our ideas and opinions are grounded in experience, analysis and facts, leading to real problem solving and real solutions – a truly collaborative experience with our clients making their business our business.

We focus on getting the work done and prefer to let our work speak for itself. When we do speak, we don't talk about ourselves, but rather about what we do for our clients. We're proud of the strong character our entire team brings, the high intensity in which we thrive, and above all, doing great work.

## Who We Are

### **Partner Led**

Our Partners are personally committed to our clients and lead every engagement.

### **Experience, Perspective and Passion**

We average over 20 years in professional services and bring tailored approaches to every client engagement.

### **Focused, Collaborative, High-Impact**

We work side-by-side with our clients in highly focused teams to solve complex business problems.

### **Client First**

Our highest priority is our client's professional and personal success. We believe clients should expect more.

### **Guarantee Our Work**

We guarantee our clients complete satisfaction every engagement every time.

### **Contact Information**

#### **Firm Headquarters**

#### **Serving San Francisco, Silicon Valley & Los Angeles**

1710 South Amphlett Blvd.  
Suite 302  
San Mateo, CA 94402

#### **Northwest Office**

#### **Serving Portland & Seattle**

707 SW Washington St.  
Suite 925  
Portland, OR 97205

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[www.michaelskenny.com](http://www.michaelskenny.com).

Also, follow us on:



For inquiries: [info@michaelskenny.com](mailto:info@michaelskenny.com)

