

ENABLING AN AGILE DELIVERY MODEL WITH PSA

A FINANCIALFORCE CUSTOMER STORY





Hyland®

ABOUT

For over 25 years, Hyland has enabled more than 19,000 organizations to digitize their workplaces and fundamentally transform their operations. Hyland's product portfolio helps organizations meet evolving technology and business needs. Moreover, its training and services support organizations in digital transformation, making them more agile, efficient and effective.

COMPANY SIZE

Large

HEADQUARTERS

Westlake, Ohio

INDUSTRY

Technology

FINANCIALFORCE PRODUCTS

Professional Services Automation

SYSTEM REPLACED

NetSuite OpenAir

MEASURES OF SUCCESS

2,000+

ANNUAL PROJECTS

84%

REDUCTION IN BILLING CYCLE DAYS

15%

REDUCTION IN NON-BILLABLE TIME



MANAGING RESOURCES AT GLOBAL SCALE

Over the past decade, Hyland has acquired 12 companies, adding complexity to its professional services delivery model. Additionally, Hyland has continually innovated new service offerings throughout the years, creating extra complexity.

Resource management was especially affected. Amidst this growth the professional services division struggled to streamline global resource allocation, according to Neal Dugan, Services Architect for Hyland.



CENTRALIZING GLOBAL PROJECTS

DRIVING PREDICTIVE INSIGHTS

Leveraging FinancialForce PSA Analytics—powered by Salesforce Einstein—Hyland can now build custom capacity planning reports while seeing real-time insights into its project pipeline.

ENABLING CUSTOMER- CENTRICITY

Native to the Salesforce Platform, FinancialForce PSA empowers Hyland to centralize project and customer data, driving project visibility.

TURNING DATA INTO ACTION

With a better view into service delivery, Hyland can proactively make improvements across the board, from lowering non-billable project time to identifying the dollar impact of delayed timecards.

BUILDING AN AGILE DELIVERY MODEL

As Hyland continues to evolve and innovate its service organization, FinancialForce has proved essential. With comprehensive support for a limitless variety of service offerings, the platform makes it easy for Hyland to quickly evolve its business.

“FinancialForce PSA is a natural extension of our business, supporting both organic growth and growth through acquisition. With it, we can stay nimble and agile, even as we introduce new services and revenue streams, shift services around, and optimize our processes. FinancialForce equips us to continue on our journey to achieving centralized resource management at scale,” Dugan concludes.

[REQUEST DEMO](#)





READY FOR MODERN ERP?

FinancialForce delivers the #1 professional services automation (PSA) and the only customer-centric ERP. We accelerate business value with comprehensive best practices and the most intelligent analytics—all on the leading business cloud platform from Salesforce.

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