

HOW TO DRIVE DIGITAL TRANSFOR- MATION

A FINANCIALFORCE CUSTOMER STORY





methods 

ABOUT

Since its establishment in 1990, Methods has partnered with a range of central government departments and agencies to transform the way public sector operates in the UK. Its mission is to help safeguard public-facing services and apply digital thinking to make sure the future of public services is centred around citizens. Committed to social impact, Methods enjoys an enviable track record of delivering real savings and benefits by helping clients move from vertically integrated legacy infrastructure to a platform business model.

COMPANY SIZE

Medium

HEADQUARTERS

London, UK

FF PRODUCT

FM, PSA, RevRec

INDUSTRY

Professional Services

MEASURES OF SUCCESS



40%

REDUCTION IN FINANCE BACK OFFICE COSTS

95%

AUTOMATION OF FINANCE FUNCTIONS

70%

REDUCTION IN PROJECT ADMINISTRATION



FUTURE BUSINESS GROWTH IN JEOPARDY

Methods lives what it preaches, so its entire infrastructure is based in the cloud. While it has already doubled in size the previous three years, its goal is to grow from driving 70 million pounds in revenue to 300 hundred million pounds within the next three or four years.

As the business grows, Methods' finance personnel must produce a growing amount of increasingly complex financial information. Without the right technology, this becomes a tremendous burden that creates enormous stress. Methods' finance team was producing multiple reports on spreadsheets, based on information pulled from disparate systems used for CRM, financials, reporting, and forecasting.

Stephen Horrocks, CFO at Methods, knew the company had to transform the way it managed financials, enabling more automation while sharing richer information across the business.



IMPROVING THE WAY BUSINESS IS CONDUCTED

AUTOMATION AND PREDICTIVE INSIGHTS

Methods has accelerated billings by two weeks while gaining better insight into project profitability and cost. As a result, it was able to make informed decisions about modifying its service lines, including eliminating one that was not proving profitable.

GAINING UNLIMITED BUSINESS AGILITY

Using FinancialForce, Methods has full visibility into end-to-end financial processes, from the moment an opportunity opens until the company recognizes revenue and costs. Automation and streamlined processes also enabled Methods to shift four members of its back-office finance team to the front office where they add business value rather than manually process invoices.

ENABLING DYNAMIC SERVICES DELIVERY

Because FinancialForce ERP empowers Methods to link information previously shared in a large number of dispersed spreadsheets, the company can rapidly access information needed to strategically manage and deploy resources for its professional services.

ACHIEVING BUSINESS-WIDE TRANSFORM- ATION

“With FinancialForce in place, we’ve been empowered to fully integrate our processes, enabling us to realize significant benefits across our business,” explains Horrocks. These include improved insights around P&L, project profitability, staff performance, and utilization, resulting in a two-week reduction in the billing cycle and 40% reduction in back office costs.

The solution’s flexibility enables Horrocks and his team to effectively slice and dice data. The ability to analyze trusted data quickly and in easily digestible formats continues to inform how Methods runs its business today and how it maximizes profit margins going forward.





The finance department experienced numerous benefits including automating 95% of its functions and going through its first pain-free audit in five years. It reduced DSO (days sales outstanding) by 14 days, and can produce management accounts within five days rather than three weeks. Moreover, the platform power makes it easy to generate and deliver reports across the business, enabling more accurate decisions to drive growth.

Likewise, FinancialForce ERP positively impacted the company's project management business, reducing project administration by 70%, and improving resource utilization 50-80%. In addition, it completely eliminated timesheet duplicates and reduced errors by 90%. With ready access to accurate project resources schedules, the company can speedily provision revenue forecasts.

"The pace at which we saw results from FinancialForce ERP has changed the way we run our business and improved performance significantly. It has enabled us to focus further on business growth as well as cope with shifts in our business model so we can adapt quickly in the new services economy," concludes Horrocks.

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**WE’VE AUTOMATED 95% OF OUR
FINANCE FUNCTIONS—FROM THE
MOMENT A TIMESHEET IS APPROVED
ALL THE WAY THROUGH TO
RECOGNIZING REVENUE.**

STEPHEN HORROCKS
CFO, METHODS



READY FOR MODERN ERP?

FinancialForce is the leading cloud ERP for the new services economy. The #1 ERP native to the Salesforce platform, FinancialForce unifies data across the enterprise in real-time, enabling companies to rapidly evolve their business models with customers at the center.

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