FINANCIALFORCE | redhat

MANAGING PROJECTS ACROSS 95 GLOBAL OFFICES

A FINANCIALFORCE CUSTOMER STORY

ABOUT

Founded in 1993, Red Hat pioneered the open source business model. Today it's the world's leading provider of open source software solutions, using a community-powered approach to reliable and high-performing cloud, Linux, middleware, storage, and virtualization technologies. With more than 11,000 employees and 95 global offices, Red Hat serves customers across industries, including more than 90% of the Fortune 500.

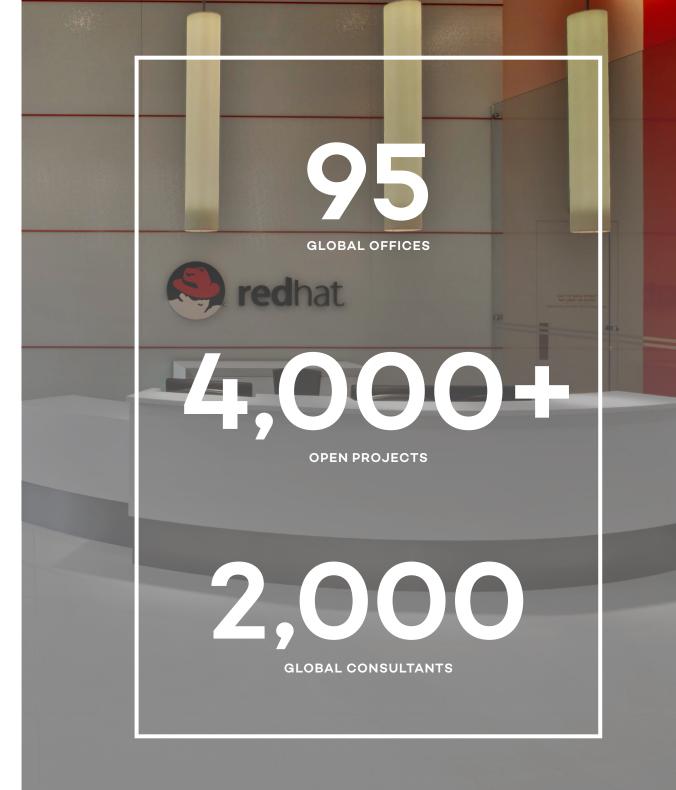**INDUSTRY**

Technology

COMPANY SIZE

Large

FF PRODUCT

PSA, Revenue Management

HEADQUARTERS

Raleigh, North Carolina

RED HAT'S GLOBAL FOOTPRINT
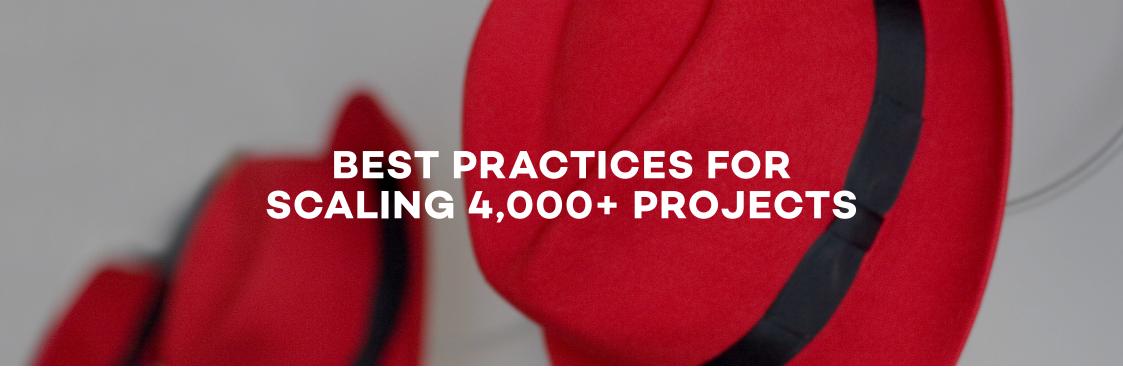
95
GLOBAL OFFICES

4,000+
OPEN PROJECTS

2,000
GLOBAL CONSULTANTS

GLOBAL DATA DISCONNECTS

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Over the years, Red Hat Consulting became encumbered by multiple homegrown systems and spreadsheets for managing projects. It could take two weeks to get a report from a specific region as the local team aggregated data from multiple systems and then manipulated and analyzed it in spreadsheets.

With different regions using different systems to manage project data, it was impossible to be certain that the numbers rolling up represented a common set of data. These constraints meant that teams couldn't be confident that billings and revenue forecasts were accurate. To pave the way for solid, reliable decision-making and continued growth, Red Hat needed a single, modern solution to manage its projects and related financials.

BEST PRACTICES FOR SCALING 4,000+ PROJECTS

GAINING VALUABLE PROJECT MANAGEMENT CAPABILITIES

Using FinancialForce Professional Services Automation (PSA) for its consulting services project management, Red Hat's project managers can ensure proper resource allocation while managing assignments, products, planners, and contacts. Moreover, all stakeholders can access the right information at every stage of a project.

PHASING IN BETTER PROCESSES

Once Red Hat confirmed it could effectively track project details and pull revenue forecasts, it integrated with its financial system and began deploying FinancialForce PSA in multiple regions. In just over six months, all four regions were live on FinancialForce PSA.

SEAMLESS INTEGRATIONS PROVE POWERFUL

Because of the tight integration between FinancialForce PSA and Salesforce, Red Hat's project managers can easily manage all project-related tasks and automatically sync time and expenses. In many cases, what took up to 15 admin steps is now reduced to just four.

LAUNCHING A LIMITLESS BUSINESS MODEL

Red Hat partners with its customers to simplify IT complexity across people, process, and technology. In much the same way, it successfully migrated its entire professional services organization to one platform. Because of FinancialForce PSA's scalability, Red Hat's global implementation enables a limitless business model for its consulting services.

"As the product owner, I care about how the company I'm dealing with supports us as a customer. FinancialForce has been exceptional," says Kathlyn Williams, PSA Product Owner at Red Hat. "We've built a nimble services model that scales with us, no matter how fast we grow."

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READY FOR MODERN ERP?

FinancialForce is a leading cloud ERP and PSA provider native to Salesforce, unifying data across the enterprise to help companies evolve customer-centric business models.

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