

Professional Services



Overview of Market

The Professional Services industry is fast-moving, rapidly changing and highly competitive. These businesses, including recruitment agencies, accounting, auditing, consulting and legal firms, are challenged with selling an intangible product which is ever evolving and difficult to quantify.

Therefore, efficiency and execution are paramount to business success. Meanwhile, margins are being squeezed and clients becoming more demanding.

To maintain profitability, Professional Services firms must ensure that projects are estimated correctly, completed on time and meet customer expectations.

To achieve these goals and to maximise business opportunities, Professional Services firms are increasingly investing in information technology to help deliver more for less. With a flexible IT infrastructure, they can efficiently automate and manage every aspect of client and project interaction and achieve greater efficiency, transparency and visibility right across their business.

Issues

Professional Services firms must achieve high levels of utilisation or billings for their business services.

They must be able to forecast accurately to ensure they have adequate resources in place to meet client demand. They must also ensure that they capture and retain customer and project information to help grow the business and exploit new business opportunities.

Professional Services Companies Need:

- Tightly integrated business systems and processes ensuring consistent customer service
- Streamlined financial management to allow greater efficiency and cost control across the business
- Accurate and reliable reporting, incorporating KPI reporting and automated alerts on any financial or business parameter, for example, project deliverables, utilisation, billings and profitability
- A central source of customer information, to capture all client interactions and help build strong relationships
- Technology that enables collaborative working and secure document management
- Ease of integration with other business systems and devices.

Solutions from Touchstone encompass the latest technology to help address these challenges:

Financial Management

Touchstone offers a suite of integrated solutions for financial management that deliver financial control, measurement and analysis right across the business. Our solutions enable companies to monitor metrics instantly across all projects and services. Firms can encourage greater profitability by setting targets for, for example, billable time, utilisation and revenues and track against those goals. Greater visibility allows for more accurate costing of each project or service, allowing the development of accurate and flexible pricing models.

All our solutions are easy to learn and use, integrate with other business critical applications and deliver a fast return on investment.

Customer Relationship Management

Customer Relationship Management (CRM) solutions from Touchstone allow Professional Services firms to develop long-term relationships with clients. Use CRM to build a first class business by helping to manage and track all customer-facing activities and opportunities. Treat client data as a valuable asset increasing profitability, delivering better customer service and providing a competitive edge.

Spend Control

With an e-Procurement solution, companies reduce administrative overheads, secure best value from key suppliers and achieve complete visibility of the cost pipeline. Our solutions enable organisations to control spend on the goods and services consumed in the course of doing business. With an e-Procurement solution, companies reduce administrative overheads, secure best value from key suppliers and achieve complete visibility of the cost pipeline. Our solutions offer ease of Integration with business intelligence solutions to turn transaction data into powerful information that support purchasing and spend control decisions.

Time & Expense Management

Our Time & Expense Management solutions automate the capture of timesheets and expense claims to eliminate efficiencies and speed up client billing. Quickly identify personnel that have not completed timesheets or expenses and send automated email reminders. Integrate with the financial application to link time and expenses to individual projects for real-time budget against actual comparisons.

Document & Records Management

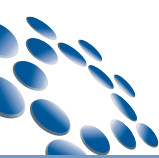
Document & Records Management Solutions from Touchstone enable collaborative working with advanced electronic capabilities. Inbuilt version control helps manage documents which may be subject to numerous edits or approvals. Documents can be categorised and published directly to the website or intranet for access by both internal personnel and any third parties. Robust security ensures that firms can share information with each other and their clients whilst protecting critical information.

Business Intelligence

Solutions from Touchstone enable fast, accurate reporting across the entire business to improve business agility. Generate and distribute reports on any aspect of financial or operational performance. Create reports on many parameters and across multiple systems on, for example, pipeline, utilisation or billings to keep track of business performance.

Integration

Our integration tools can help Professional Services companies get more value from their existing systems quickly. Eliminate inefficient business processes and empower employees by releasing them from manual data entry and re-keying across multiple systems. Our solutions all have an open architecture allowing ease of integration with other systems.



About Touchstone Group

Touchstone is committed to providing software solutions and services to meet the unique requirements of the Professional Services industry. For more than 24 years Touchstone has worked closely with some of the UK's leading legal, accounting, recruitment and IT services firms to understand the challenges facing the industry and offer effective solutions to address them.

Our portfolio of solutions and services enable Professional Services firms to manage every aspect of their business, from streamlining

and optimising their core business processes, to integrating disparate business systems, undertaking KPI performance analysis, managing customer relationships and projects to time and expense recording and electronic document management.

We have worked with over 100 Professional Services organisations including Deloitte and Touche, PricewaterhouseCoopers, Baker Tilly, WPP Group Ltd, Beresford Blake Thomas, Sanderson Weatherall and Blue Group International Ltd.