

# Increased portfolio visibility using KeyedIn Projects helps technology services provider grow their Professional Services capability



“HAVING ONE TOOL, WHICH IS USED CENTRALLY, MAKES US MORE EFFECTIVE. IT UNDERPINS OUR BUSINESS AND ADDS TO THE PROJECT MANAGER’S TOOL BOX AS AN AID TO DELIVERING PROJECTS IN A MORE CONSISTENT WAY AND HELPS US DELIVER THE BEST SERVICE WE CAN TO OUR CLIENTS”

ANDREW BORDESSA  
MANAGER OF PROJECT  
MANAGEMENT AND PMO SERVICES,  
PULSANT

“WE CAN CENTRALLY MANAGE OUR FULL PROJECT LIFECYCLE ACROSS ALL OUR PROFESSIONAL SERVICES PROJECTS, BOTH INTERNALLY AND CLIENT FACING. THE RICH FEATURES SUCH AS FORECASTING AND PLANNING TO TRACKING AND ACCOUNTING ENSURES WE CAN MANAGE AND INVEST THE RIGHT RESOURCES IN THE RIGHT PROJECTS, FURTHER ENABLING US TO MEET THE CRITICAL MI REPORTING OBJECTIVES AND ENHANCE THE GROWTH OF OUR BUSINESS”

TODD WHALEY DIRECTOR OF  
PROFESSIONAL SERVICES, PULSANT

## About Pulsant

Data centre and infrastructure specialists, Pulsant are one of the country’s largest providers of high quality IT infrastructure. Since its inception in 1995, the company has grown steadily through both organic development and key acquisitions. It now offers clients, which range from SMEs to large private and public sector organisations, ten data centres in six different locations with the provision of Colocation, Cloud Managed Networks and Managed Application Services. All of which enable clients, whatever the size of their business, to grow quickly, efficiently and sustainably by optimising technology.

## Business Challenge

An important growth area for Pulsant has been the development of its professional services capability. Manager of project management and PMO services within professional services, Andrew Bordessa said before he joined Pulsant, he had already identified KeyedIn’s products as the perfect fit for adding value to client projects. So when he and director of professional services, Todd Whaley, were looking for a tool to strengthen their capability and maximise efficiency they knew exactly where to find it.

The system Pulsant was looking for needed to allow:

- Centralised project & portfolio management
- Full project finance and resource overview

“As well as KeyedIn’s system having all the criteria we needed, unlike other companies we had looked at, it is based in the UK so I could deal with and talk to people face to face in the same location,” Andrew said.

This one to one engagement simplified and made the whole process straight forward.

“To have someone work shopping in the room with you is invaluable and really speeds up the system set-up and configuration process,” he said

This and the ongoing support Pulsant has had from the KeyedIn team meant the system could be rolled out to staff quickly and efficiently.

“Most people are now using the system,” Andrew said. “It is a great system to use and easy to understand. We have also been able to develop the tool internally for other parts of the business.”

## ABOUT PULSANT

PULSANT ARE A LEADING PROVIDER OF COLOCATION, CLOUD COMPUTING AND TECHNOLOGY SERVICES UNDERPINNED BY HIGHLY RESILIENT NETWORKS THAT SUPPORTS MORE THAN 3,000 MID-TIER AND ENTERPRISE CUSTOMERS FROM 10 UK DATA CENTRES.

[WWW.PULSANT.COM](http://WWW.PULSANT.COM)

## ABOUT KEYEDIN PROJECTS

KEYEDIN PROJECTS IS A SUPREMELY FLEXIBLE SOLUTION FOR MANAGING PROJECTS, PROGRAMS AND ENTIRE PORTFOLIOS – FROM A SINGLE PLATFORM THAT PROVIDES A COMPREHENSIVE VIEW OF THE STATUS OF EVERY PROJECT. FAST TO IMPLEMENT AND EASY TO USE, KEYEDIN PROJECTS PROVIDES A UNIQUE APPROACH TO PROJECT AND PORTFOLIO MANAGEMENT BY COMBINING A STRATEGY-LED AND EXECUTION-DRIVEN APPROACH IN A SINGLE SOLUTION. THIS SIGNIFICANTLY REDUCES YOUR TIME TO LIVE AND ALLOWS YOU TO GROW AS YOUR PROJECT MANAGEMENT PROCESSES MATURE.

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“Our COO uses it to look at resources, demands, portfolio and analytics. It is also being used by our finance team for contracts, invoicing and expected revenue.”

### The Solution

After being in place since November 2015, the system has made a big impact on efficiency, with Andrew saying it had started to show key benefits after four months.

“We are getting good data which allows us to see exactly how a project is going,” he explains.

“This allows us to be a lot more efficient as we have all the information to hand and can track projects from beginning to end. We can look at the whole supply and demand for a project, the financials including role based forecasts which means we can now work leaner and tighter as we know exactly what resources we need and when.

“Having one tool, which is used centrally, makes us more effective. It underpins our business and adds to the project manager’s tool box as an aid to delivering projects in a more consistent way and helps us deliver the best service we can to our clients.

“Having this facility means we are not only able to utilise our team’s skills more effectively, but we can provide a more efficient and transparent service to our clients. They can access their projects through the system, track progress and log issues, smoothing out the process as we go along.”

Todd agreed saying the strategic adoption of KeyedIn’s system had provided Pulsant with an efficient and robust project portfolio management tool.

“We can centrally manage our full project lifecycle across all our professional services projects, both internally and client facing. The rich features such as forecasting and planning to tracking and accounting ensures we can manage and invest the right resources in the right projects, further enabling us to meet the critical MI reporting objectives and enhance the growth of our business,” he said.

Having seen the benefits first hand, Pulsant is now working in partnership with KeyedIn Projects to offer these systems to its own clients.

“Pulsant aims to continuously develop knowledge, advice and products to enable customers to meet their needs and aspirations now and in the future, which we believe KeyedIn’s systems can help us achieve,” Andrew said.



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