

Gain control of your services business



Symfoni WE for Professional Services helps service-oriented companies streamline their business process. It increases a company's ability to optimize and visualize their business.

- Resource Management
- Billing & Charging
- Delivery Management
- Human Capital Management
- Revenue Recognition
- Resource & Delivery Planning
- Cost Management
- Time Tracking
- KPI Management
- Expense Tracking
- Integrations
- Process Modeling

Informed Decisions

As a service business, you need visibility and insight to address your most pressing operational issues. You need information on utilization of resources, capture all costs to improve cash flow, good procedures and processes and you need to be able to hold your projects accountable. By implementing Symfoni WE you and your managers have quick access to reports, dashboards and real-time key performance metrics that support timely and informed decisions.

Gain control

Symfoni WE covers all resource aspects of service delivery, including capability, capacity, available time, utilization planning, tracking and steering. This solution is designed to deliver exactly what you need with one overview to control planning, budgets and projects. It will help you to optimize waste time and focus on the things that matter. Get ready to discover new insights on how you run your business.

Harmonize finance and delivery

For the finance department, Symfoni WE covers all financial aspects of service delivery. This includes labor costs, expenses, and revenue recognition. All charges and costs are tracked and invoices are created. Now the delivery department and financial department are completely aligned. The end result is a complete and detailed insight in the cash flow, revenues and profitability, related to projects, employees, departments or the entire company.

"We found the need to streamline and control service delivery by optimizing resources and improving financial administration. That's why we built a Professional Service Automation application suite called Symfoni WE, running on the ServiceNow platform."

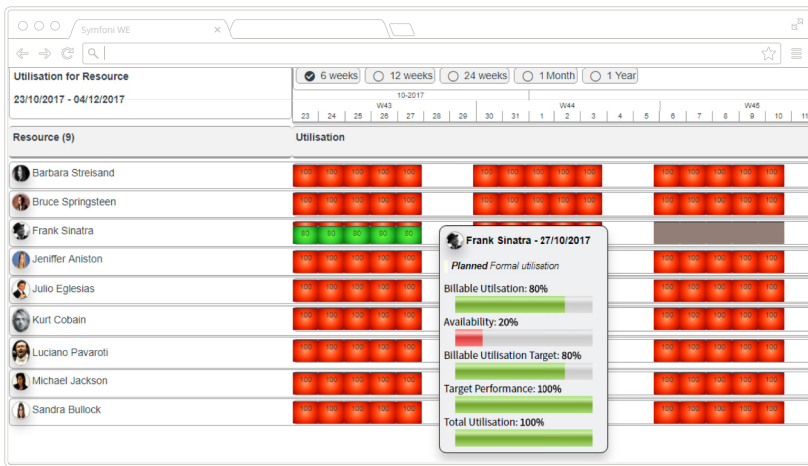
Bjørn Jarl, CEO

"We have seen a 10% reduction of waste time after implementing Symfoni WE."

Tom Flipse, Delivery Manager

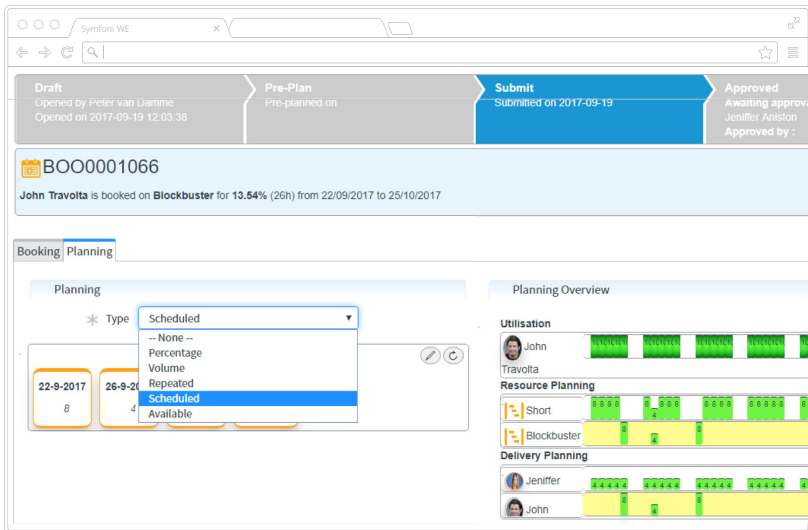
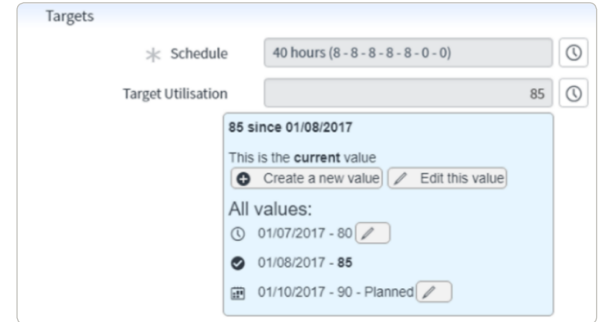
"We were able to reduce processing time for month closing from 4 days to 4 hours."

Wim Jonkers, Director Business Operations



"Finally I have total insight in my resource pool's capacity, availability and billable utilization with one look at the Symfoni WE dashboards."
Resource Manager

"Now I can plan for organizational changes trusting that all company critical KPI's are always accurate."
Department Manager



"Symfoni WE helps me focus on delivery and resources that actually need my attention."
Delivery Manager

"It has never been so easy to report my weekly hours to my manager."
Consultant

Project/Task/Reference	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
Internal - Vacation (personal holiday) - L	0	0	0	0	8	0	0	8
Internal - Administration (internal activit	8	8	0	0	0	0	0	16
add some pictures - post on instagram	0	0	4	0	0	0	0	4
Get interesting feeds - do something	0	0	4	0	0	0	0	4
Total:	8	8	8	0	8	0	0	32

Target for this week is 40 hours

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