

White paper

Symfoni WE 2.0

Work efficient, effective, enabled and engaged.

SYMFONI® **WE**

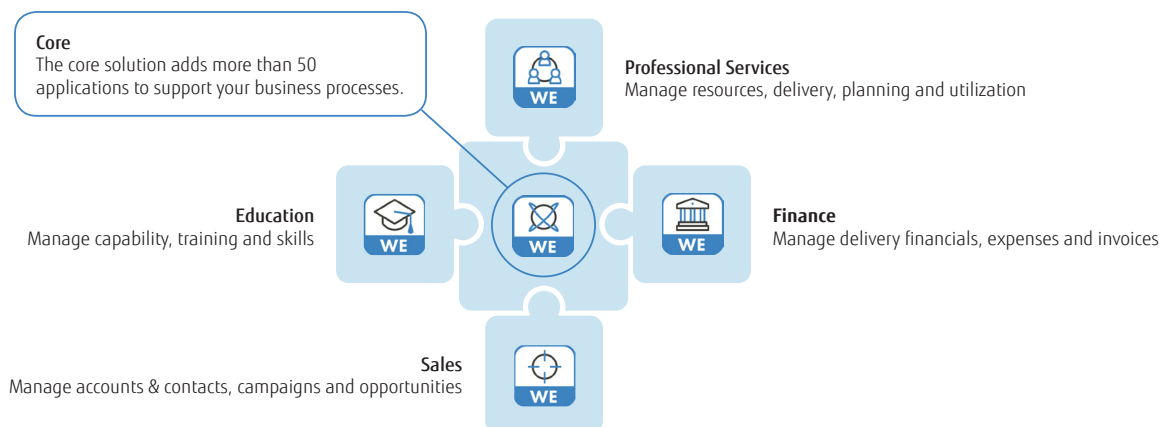


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What is Symfoni WE?

Introduction

Symfoni WE is a groundbreaking enterprise solution that delivers access to all of your valuable business data via one tool, presenting real time information in a standardized and uniform way. In line with the changing expectations of your business, Symfoni WE can radically shorten the time it takes to build and export complex reporting, whilst informed strategic decisions, that used to take days, can now be made in seconds.



Reducing complexity

Every organization is complex in its own way, but the marketplace demands that you are agile and responsive to new challenges and evolving customer demands. Therefore reducing complexity and removing noise in your daily work must be a priority. The best way to do this is to have a single, simple view across your entire organization with the ability to command and control using accurate metrics, real-time data, and fluid processes.

Improving efficiency

Having everything accessible from one place, means that everyone sees the same information, at the same time. Symfoni WE removes cost and complexity, and brings greater control, improved efficiency and increased profitability, right across your business. It is fundamental to removing manual processes and reducing wasted time and effort, enabling better collaboration across departments, and ensuring that your people get things right, first time, every time.

Independent solution in ServiceNow

Symfoni WE runs on the ServiceNow platform, and is distributed through the ServiceNow Store, as an OEM product and as a solution-as-a-service. It doesn't depend on any specific ServiceNow applications, and works far beyond ServiceNow to bring together the real time information from all of your business-critical processes, in a single end-to-end solution.

Data cooperation

We will align your stakeholders from finance to sales to project teams and ensure that your employees, management and c-suite are all working with the same data. Standard dashboards are available for out-of-the-box for key roles, such as resource managers, finance managers and delivery managers. We can also customize dashboards for specific parts of your organization, departments or role – or enable you to do this yourself.

Simple and intuitive

Fujitsu delivers you the application, the processes and the best practice – making everything simple and intuitive. There is no requirement for costly and timely consultancy. Simply download Symfoni WE at the ServiceNow Store, install, configure and begin to realize the benefits. Choose between a broad approach to transforming your organization's reporting and analysis resources or opt for a step-by-step approach to deploying Symfoni WE at your own pace, by starting small and building your capability. The choice is yours.

From complexity to simplicity

Symfoni WE is easy to set up and integrate with your legacy systems which means you can swiftly transform a complex landscape into a single system of record and start delivering benefits fast. You can get focus on the things that matter and make informed decisions based on highly visual and user-friendly dashboards.

- Get more out of your ServiceNow platform investment
- Achieve true transparency and discover new insights on how you run your business
- Remove noise from your daily work, optimize waste time and be more profitable
- Improve processes and make better use of resources
- Be responsive to the needs of your people and customers in a rapidly changing environment
- Make informed decisions based on real-time, accurate data

With Symfoni WE your professional services, finance, sales and education departments get completely aligned and all employees can work with focus on the things that matter. Get ready to manage your whole business process from customer opportunity to customer success... without using spreadsheets!

Solutions

Gain control, harmonize your processes to work better together and free your business to do more business by combining any of the Symfoni WE solutions and ultimately create a true end-to-end value chain for Professional Services Automation..



Professional Services

Manage resources, delivery, planning and utilization

- Resource Management from a service delivery perspective. Set tracking methods and targets
- Full lifecycle Delivery management, including budgets, planning, forecasts and actuals
- Plan resources for delivery with advanced Resource Bookings
- Track actual time with advanced Timesheet Registration
- Track unavailable time with Leave Management
- Use highly visual and dynamic Planning Console to make informed decisions
- Track Utilization for employees, departments or company wide



Finance

Manage delivery financials, expenses and invoices

- Track charges & revenue generated by billing rules and delivery rates
- Track costs on delivery, resources and departments
- Understand margin and profitability on delivery, resources and departments
- Internal and external invoicing made easy
- Use the Symfoni WE Cockpit for Finance to steer and optimize your organization



Sales

Manage accounts & contacts, campaigns and opportunities


- Organize marketing campaigns to generate leads
- Convert leads to opportunities and into deals
- Analyze your pipeline for accurate forecasting
- Track your activities at your customer base



Education


Manage capability, training and skills

- Get every employee involved in identifying skills achieved or to be achieved
- Automate skill set and job role matching
- Track trainings and certifications
- Be in control of your organization's capability



SYMFONI® WE
Professional Services

“Imagine you have all the answers”

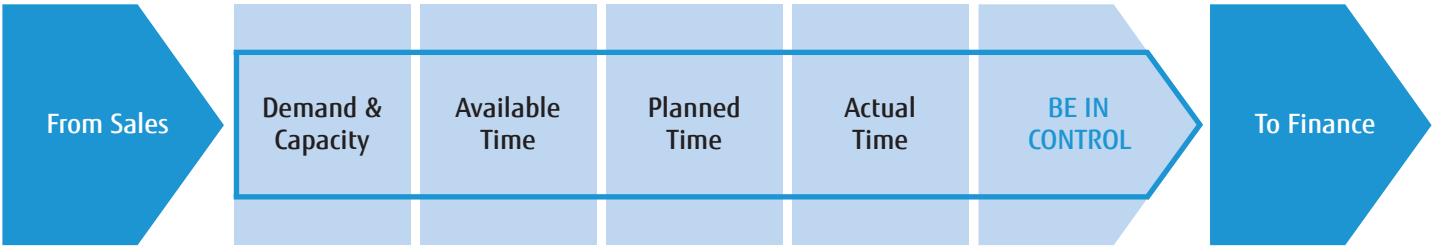


Symfoni WE can support a Professional Services Organization by integrating, automating and optimizing every process in the value chain. When combining the solutions from the Symfoni WE Application Suite you can enable everyone in the organization to work more efficient and engaged.

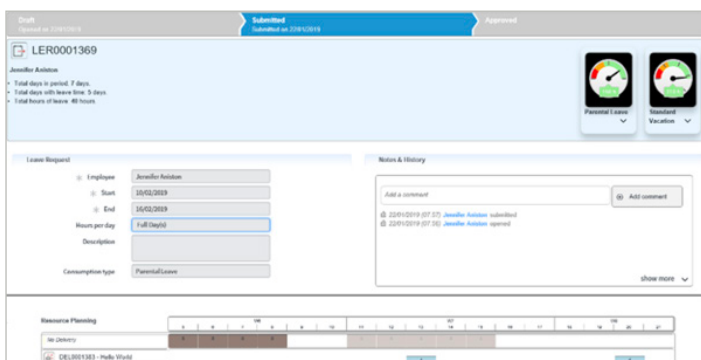
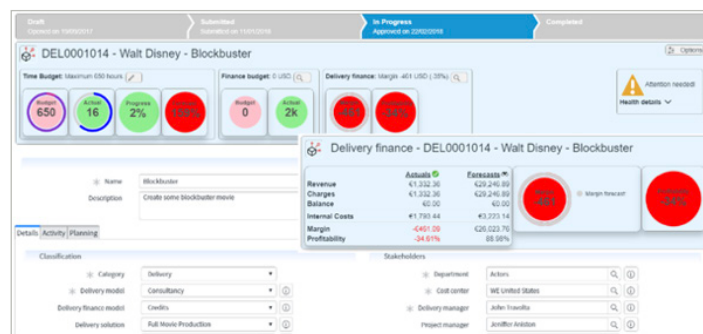
Symfoni WE for Professional Services covers all resourcing aspects of service delivery, including capacity, available time, utilization planning, tracking and steering. It is designed to deliver exactly what you need with a full overview to control delivery budgets, planning, forecast and actuals. It will help you to optimize waste time and focus on the things that matter. With Symfoni WE you will discover new insights on how you run your services business.

“We have seen a 10% reduction of waste time after implementing Symfoni WE”

Delivery Manager, Fujitsu

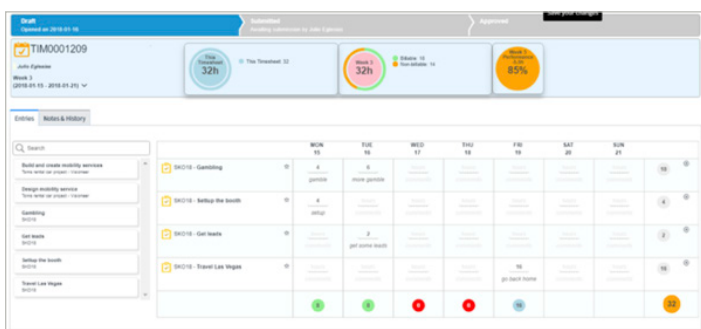
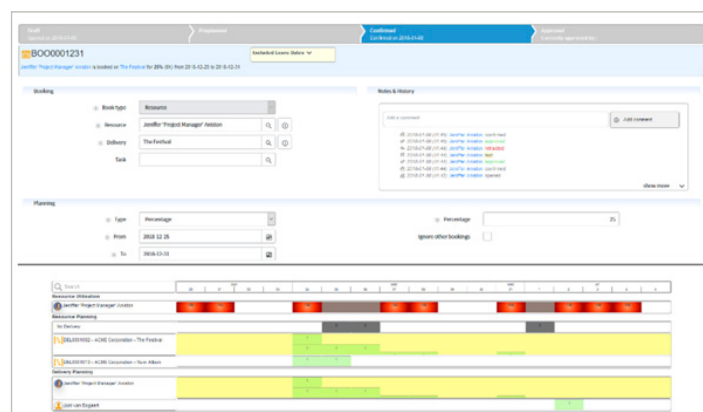


When a contract comes in from Symfoni WE for Sales or any other external system a delivery is created to start managing your service delivery according to the agreement. The delivery will contain budgets for time and money which are available to all stakeholders.

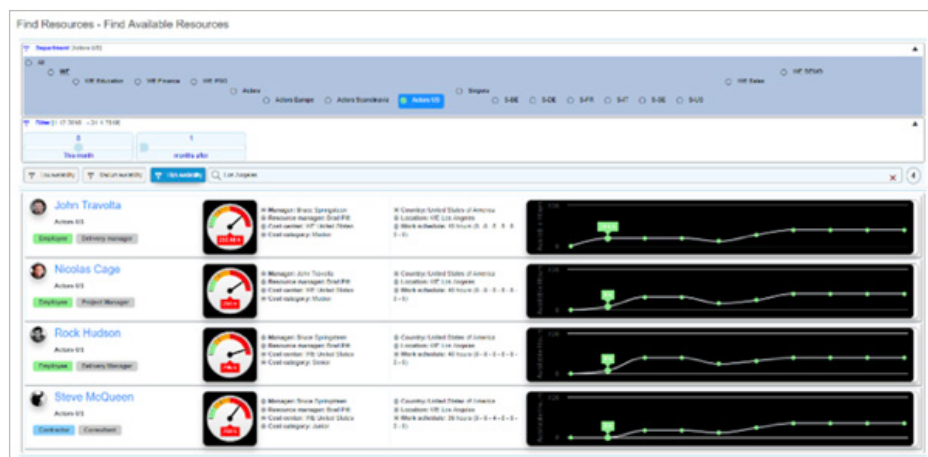


Based on resource work schedules and unavailable time, managed by WE Leave the available time for delivery is determined and resource planning can commence.

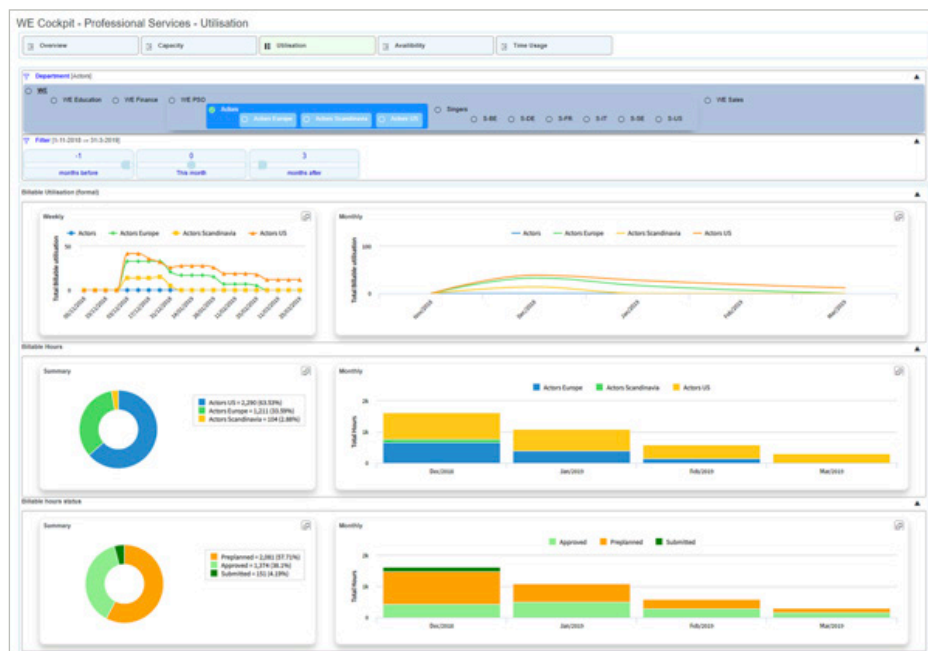
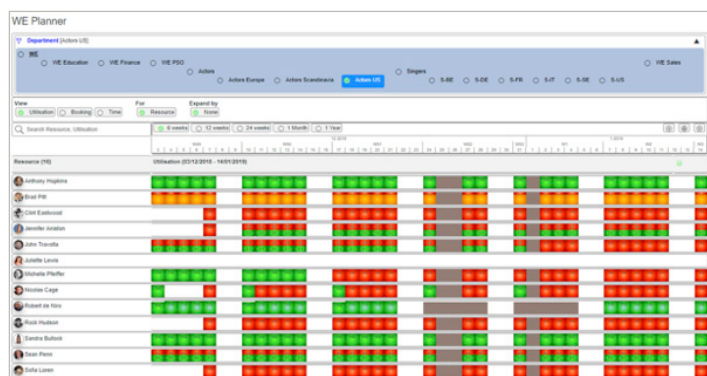
By creating Bookings based on real-time accurate information the required Resources will be allocated to Deliveries. Next the Resource planning is visualized various dashboards and the WE Planning Console, depending on the level of detail you need.



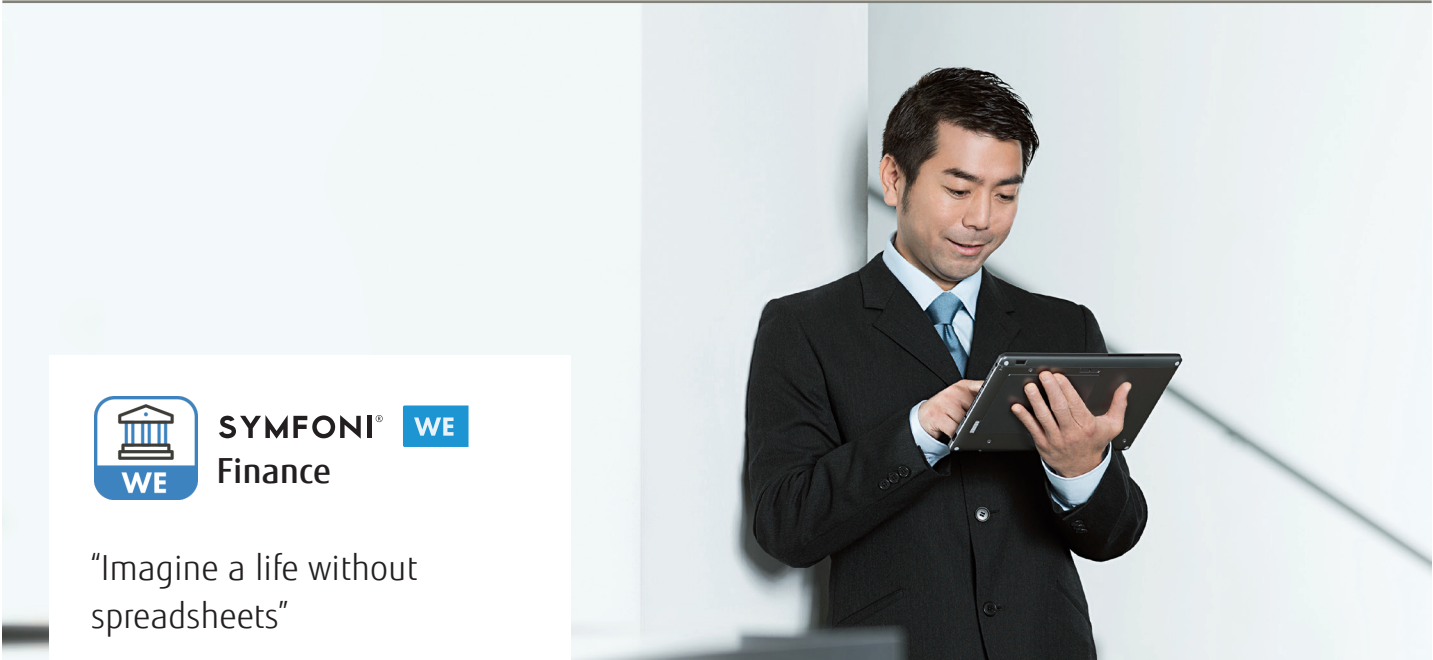
Once resources are planned the actual time will be tracked by using Timesheets and Time Capture which captures any time registration in ServiceNow applications or externally to populate timesheets automatically.



When there is a clear view on demand, capacity, planning and actual time usage the company can be steered on resource utilization and availability. Symfoni WE keeps track of budgets, forecast and actuals for resource and delivery performance against targets.



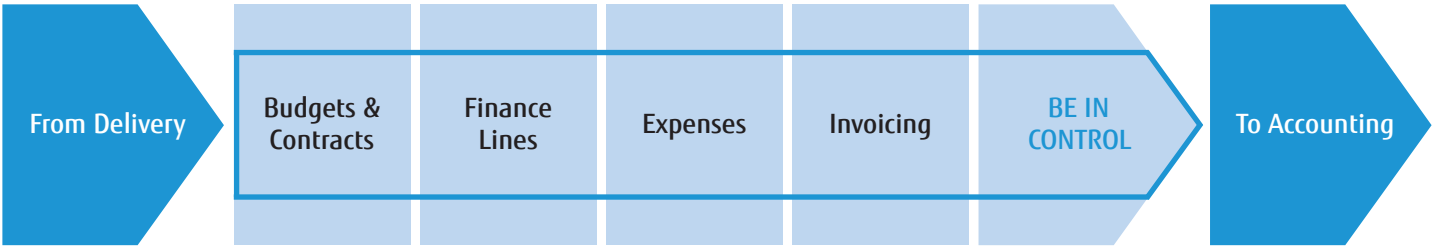
Steering the entire company becomes easy with the Cockpit for Professional Services to help you understand the big picture and detect attention points for optimization.



Symfoni WE for Finance covers all financial aspects of service delivery, including costs, expenses, charges, invoices, revenue recognition and cash flow management. It will help you to optimize efficiency and steer your company on detailed and accurate financial information with a full overview to control budgets, planning, forecast and actuals.

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

Director Business Operations, Fujitsu



BIL0001207 - T&M

Charges
Planned: 43 hEUR
Confirmed: 43 hEUR

Revenue
Planned: 43 hEUR
Confirmed: 43 hEUR

General
Name: T&M
Category: Labor
Charge type: Time Based
Revenue recognition: As charged

Customer
External: ☒

DEL0001014 - Walt Disney - Blockbuster

Time Budget: 500 hours
Finance budget: 0 USD
Delivery finance: margin 401 USD / 10%

	Actuals	Estimates
Revenue	€1,332.36	€29,416.89
Charges	€1,332.36	€29,246.89
Balance	€0.00	€170.00
Internal Costs	€1,793.44	€3,273.14
Margin	<€491.08	€26,023.76
Profitability	-34.61%	88.96%

Stakeholders
Department: Actors
Cost center: WE United States
Delivery manager: John Travolta
Project manager: Jennifer Aniston

When a contract comes in from Symfoni WE for Sales or any other external system a delivery is created to start managing your service delivery according to the agreement. The delivery will contain a financial budget available to all stakeholders.

FIN0034536 - T&M

Source
Name: T&M
Category: Labor
Charge type: Time Based
Revenue: Time Based (project rates)
Start: 31-01-2019
End: 31-01-2019
Invoice notes: PQ000117 - Consultancy

Invoicing
Cost center: WE EMEA
From: WE EMEA
To: Dreamworks

User + Task Rate

Applies to:
Type: User - Task
Time: job/phase
Task: production
Billing period: 1 month
Rate: 100.00 USD/hour

Depending on the agreement one can define billing rules for fixed price, time & means or credit based charging. Rates can be defined on cost categories, delivery tasks, individual resources or any combination of those.

Billing rules will create one-off or recurring charges to be used as a basis for internal or external invoicing.

FIN0195566 - Internal Labor Cost: WE Senior, uplift 15% for External Work

Source
Name: Senior
Cost rate: €70.20
Charge rate: €81.15
Cost category: Senior
Description: WE Senior
Start: 31-01-2019
End: 31-01-2019

Invoicing
Cost center: WE EMEA
From: WE EMEA
To: WE EMEA
Department: Actors

Blockbuster

Details
Period: Monthly
Start: 01/01/2019
End: 31/01/2019
Currency: USD
Parent: WE United States
Comments: >Blockbuster
last calculation: 07/01/2019 15:39:57
calculation duration: < 1s

Income
Total revenue: \$42,540.00
External revenue: \$42,540.00
Average rate: \$107.10
Waste time ration: 0%
Hours billable: 397.2
Hours non billable: 0
Hours leave: 0
Hours sick leave: 0
Hours travel: 0

Cost
Total cost: \$29,249.10
Total local cost: \$0.00
Total internal cost: \$29,249.10
Total external cost: \$0.00

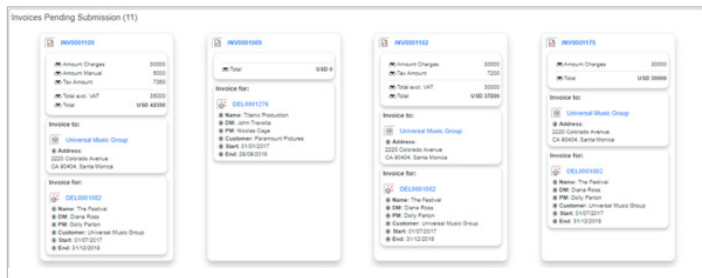
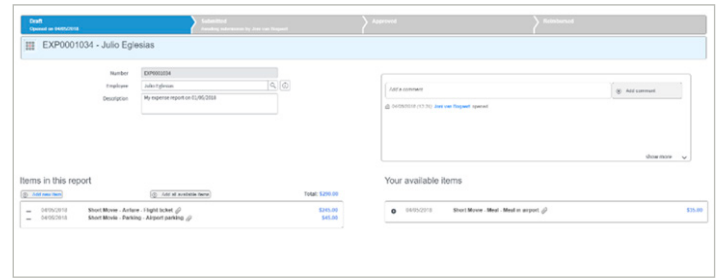
Profitability
Margin: \$13,290.90
Profitability: 31.24%

DEL0001014
Name: Blockbuster
DM: John Travolta
PM: Jennifer Aniston
Customer: Walt Disney
Start: 03/09/2017
End: 28/02/2019

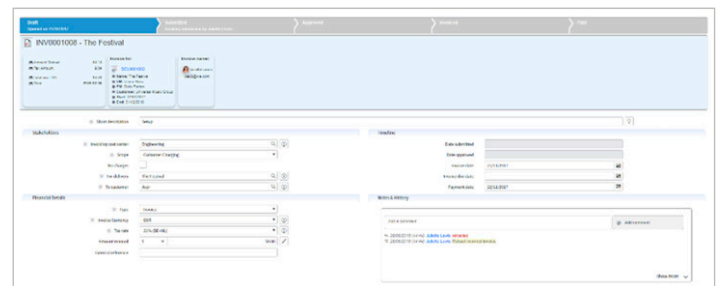
Automated labor cost tracking will determine the cost of a delivery and results in internal cost charges for internal invoicing.

All finance lines for cost, charges and revenue are processed by WE Analytics to provide you detailed financial results for resources, deliveries, cost centers and departments, presented on the Finance Cockpit for real-time accurate analysis of your organization.

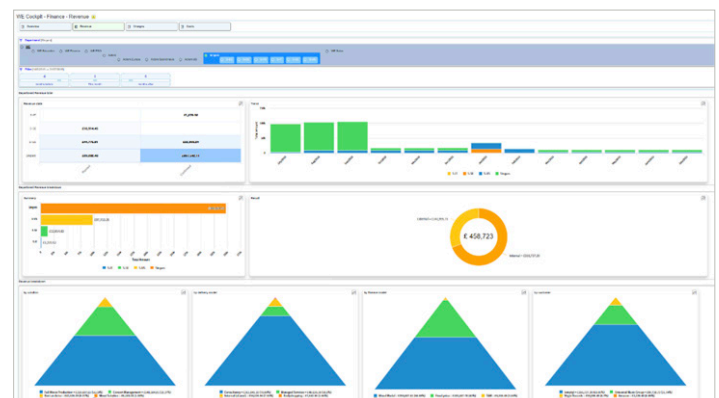
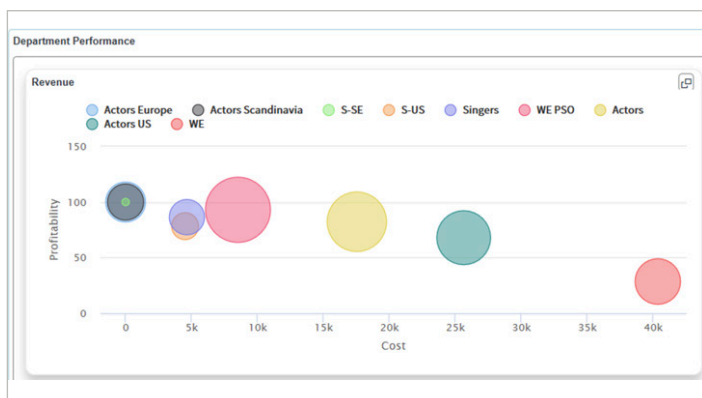
Next to automated labor cost tracking Symfoni WE also provides expense management where employees can use their mobile to send in expense receipts which after approval become costs on a delivery, can be charged to customers and reimbursed to employees.



Once all delivery charges, expenses and labor costs are processed the Invoice Assistant will guide you through the month closing process to eliminate errors in invoicing. The assistant will help you chase timesheets, approvals, missing billing rates and much more.




Finally creating invoices internally or external is just a matter of clicking the button. After approval the invoice can be sent to your customer or to an external accounting system for processing.



Steering the entire company becomes easy with the Cockpit for Professional Services to help you understand the big picture and detect attention points for optimization.

Available for purchase in the ServiceNow Store

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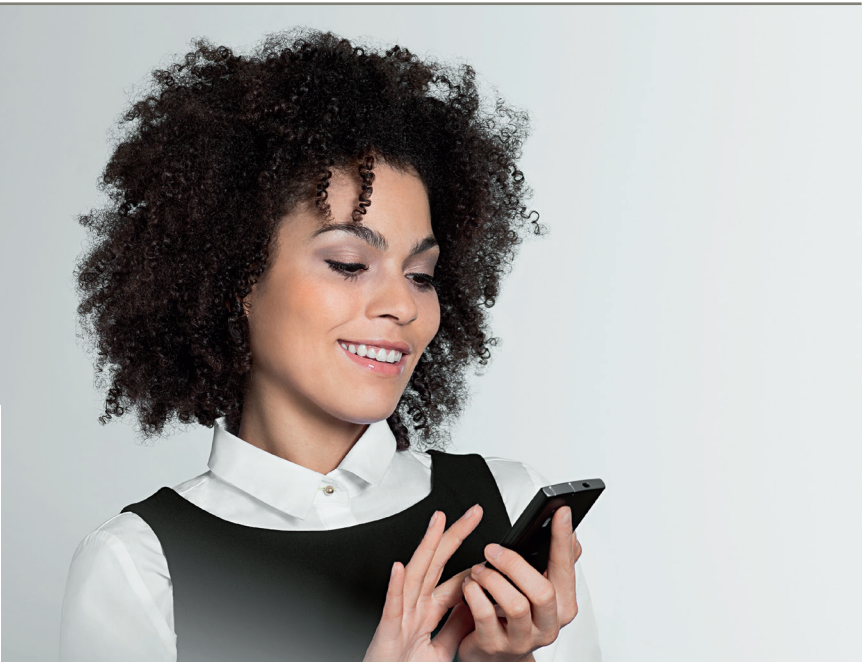


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WE

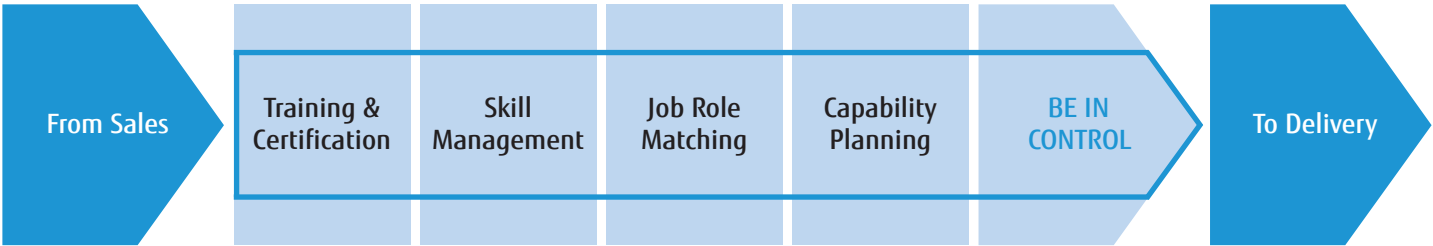
Education

“Imagine full transparency”



Symfoni WE for Education is all about managing human capital in your organization. It will help you to optimize capability planning and steer your company on detailed and accurate information including, skills, training, certification and job roles.

“We are now able to stay ahead of sales & delivery by building up our capabilities based on the insight we get from WE”
Education Manager, Fujitsu

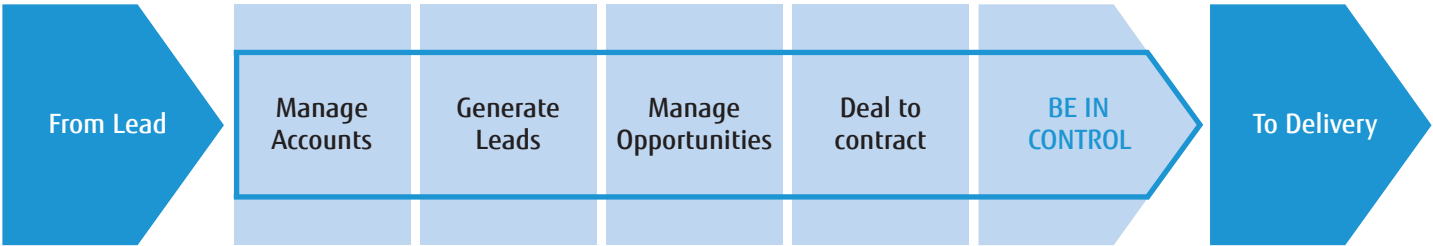




Symfoni WE for Sales will help you manage your accounts & contacts and understand your sales activities within your customer base. From lead to deal has become easy with an efficient sales cycle and true insight in pipeline and forecasting.

"No more guessing, we forecast accurate pipeline numbers every month"

Sales Director, Fujitsu



Core Applications & Add-ons



Core Applications

Symfoni WE contains more than 50 applications to support your business processes where each application brings value to every stakeholder in the business process.



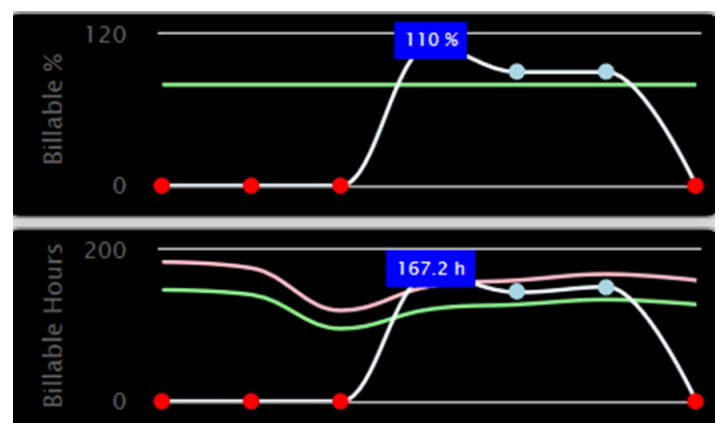
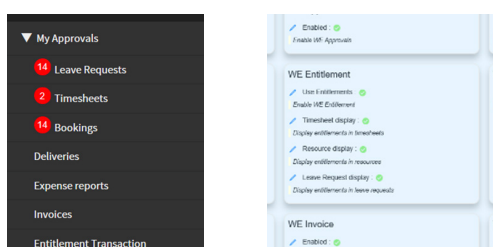
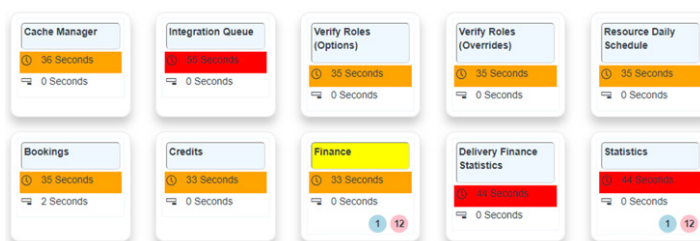
Some of the key features of the Symfoni WE application suite

- Time driven Organization & Resource Management
- Support of advanced organizational structures and transparent user access to applications and data
- Support of hierarchical company structures and access to different companies, departments and cost centers
- Ability to perform planned bulk changes to your organization in a controlled manner.
- Central management of integrations and data synchronization
- Health checks to automate pain point detection and focus on the things that matter
- Real-time and accurate key-metrics to be able pro-actively steer your business
- Highly visual, rich and easy to use dashboards
- Easy configuration and a stunning user experience with fully documented processes, applications & artifacts
- Resource Management from a service delivery perspective. Set tracking methods and targets.
- Full lifecycle Delivery management, including budgets, planning, forecasts and actuals.
- Plan resources for delivery with advanced Resource Bookings.
- Track actual time with advanced Timesheet Registration.
- Track unavailable time with Leave Management.
- Use highly visual and dynamic Planning Console to make informed decisions.
- Track Utilization for employees, departments or company wide
- Track charges & revenue generated by billing rules and delivery rates
- Track costs on delivery, resources and departments
- Understand margin and profitability on delivery, resources and departments
- Internal and external invoicing made easy
- Use the Symfoni WE Cockpit for Finance to steer and optimize your organization.
- Sales : Manage accounts & contacts, campaigns and opportunities
- Organize marketing campaigns to generate leads
- Convert leads to opportunities and into deals
- Analyze your pipeline for accurate forecasting
- Track your activities at your customer base
- Education: Manage capability, trainings & skills
- Get every employee involved in identifying skills achieved or to be achieved
- Automate skill set and job role matching
- Track trainings and certifications
- Be in control of your organization's capability
- AND MUCH MORE....



Symfoni WE Core Applications are available without installing any additional solutions from the Symfoni WE Application Suite. When installing Symfoni WE from the Servicenow Store you immediately get access to these features:

- WE Datamodel to configure and automate Applications and sources, Source relationships, Process Flows and Approvals
- WE Module Counters to visualize record counts in the ServiceNow Navigator
- WE Health to define health checks on sources and enable health dashboards for steering on the health results
- WE Integration to easily synchronize sources within the same instance or between different ServiceNow instances or integrate with any remote system
- WE Documentation which provides all WE documentation and can be used to manage your custom documentation in the WE Get Help Knowledge Base
- WE Organisation to setup advanced hierarchical organizational structures, resource access and organization specific configuration for Symfoni WE
- WE Resource to configure your resources for use in Symfoni WE. Resource configuration is time driven allowing you to plan for changes without disrupting the current situation or changing history
- WE Maintenance to be in full control over background processing with the WE Sanitizer to guarantee overall system performance
- WE KPI to easily define your KPI's and visualize them on the KPI Dashboard
- WE Security to be in full control of application and source access
- WE Analytics to fully configure financials analytics within Symfoni WE
- WE Configuration to fully configure Symfoni WE to your needs
- WE Approvals to easily take action in approval process, including automated delegations
- WE Reporting to build advanced cockpits, including advanced reporting widgets
- And more...





Reports & Dashboards

An essential add-on to get the full Symfoni WE experience

Symfoni WE Reports & Dashboards extends all solutions with:

- Cockpits to get a real-time accurate status of your business
- Highly visual, rich and easy to use dashboards
- Visual and dynamic search pages
- Reports for all Symfoni WE solutions
- Dynamic Filters for organizational structures, to be used on homepages
- KPI definitions for all Symfoni WE solutions

Available for free in the ServiceNow Store

servicenow | Store



Activation

Requires Symfoni WE to be installed. Symfoni WE Activation is provided in an update set which can be retrieved from the WE Download Center.

Symfoni WE Activation will enable the following functionality:

- Data model Maintenance
- Module Counters
- Process Maintenance
- Security Maintenance
- Integrations
- Global access to the we API
- WE Dynamic Filters

Available for free at the WE Download Center



Integrations

Symfoni WE Integrations are available at the WE Download Center or can be custom made for you by our WEServices team. Integrations are built on the WE Integration engine that provides you centralized management for all your integrations with external ServiceNow instances or any other system that requires data from Symfoni WE or provides data to Symfoni WE. The WE Integration engine can also be used to synchronize and transform data between different tables within your ServiceNow instance. WE Integration is part of the core applications and specific system connectors can be plugged in into the engine. These connectors are provided in the WE Download Center.

Available for free at the WE Download Center



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