



# Precursive and Agilisys: Case Study

## ABOUT THE COMPANY

Agilisys is an IT and business software and services provider, helping clients to transform their businesses through a suite of citizen-centric technology products as well as centres of delivery excellence around the UK.

Agilisys works for both the public and private sector, and delivers transformational services to a range of organisations, with particular expertise in local and central government, education and health.

Agilisys is an employee owned trust employing over 2,000 staff. For over 15 years Agilisys has delivered savings and improved citizen outcomes through a combination of innovative platforms, transformational consultancy, and outstanding service provision.

## PROBLEM

Prior to implementing Precursive, resourcing of around 100 consultants in Transformation, the consulting division of Agilisys, was managed via complex spreadsheets that one person had responsibility for. This meant that managers and business users had no visibility over resources without repeatedly asking for information.

Helen Aivazian, Operations Manager at Agilisys, said, “The biggest issue we faced was that if you can’t track who’s on what project and what they’re doing, how do you know they’re being utilised?”

Agilisys needed to bring the control back to the Partner team, so they would have the capability to make decisions based on accurate, up-to-date and easily accessible information.

## SOLUTION

Agilisys started looking for resource management software that would help the team address some of these problems. The company's key concerns were around accessibility. Early on Agilisys decided to look for a cloud-based solution, as they didn't want to be tied down by their internal network.

It was also important that everyone who needed to would have access to the software without large licensing costs. In addition, users would need to readily adopt the software, so Agilisys wanted something that was visually appealing and simple to use. Agilisys was also implementing Salesforce as its pipeline management tool at the time, so Precursive's smooth integration due to being native to Salesforce was a significant bonus.

Precursive worked with Agilisys to build a customised solution that solved their problems and adapted to the needs and systems of their business. The software allowed Agilisys to keep track of resources, with clear visibility over projects and availability of consultants.

Helen commented: "The software was simple to use, and we knew where to go for advice. The customer success team were amazingly supportive, always on hand and ready to answer our questions!"

## RESULTS

The immediate improvements Agilisys has seen are around visibility and compliance. Now all managers can see at a glance what projects are understaffed, which consultants are working on which projects, and who's available.

Helen explained: "The new visibility has helped us in so many different ways. Information is pushed out to people consistently and regularly."

"Timesheet compliance was typically a big issue for us, as without it you can't track a projects effort, profitability or invoice for payment. Before I had to ask the service centre to run a report, and then check through the list manually. Now, that process just takes one click – and it's great."

Precursive has been so successful within the Transformation division that Agilisys' IT division is now implementing it across their teams too.