










KPI Metrics Assessment

PROFESSIONAL SERVICES



KPI Assessment – SERVICES Industry Benchmarks

Current Potential

FUNCTIONAL AREA		KPI	BOTTOM TIER	MEDIAN	TOP TIER
	Selling & Order Management	Gross Margin	15%	26.7%	47.3%
	Resourcing	Billable Utilization	58%	76.4%	83.8%
	Project Management & Delivery	Annual Revenue per Billable Employee Employee	\$88,000	\$213,000	\$275,000
	Project Accounting	Days Sales Outstanding (DSO)	142 days	75 days	42 days
	Revenue Management	Days to Close the Books	> 10 days	5 days	hours
	Financial Management & Reporting	Finance Team Productivity	customer specific	customer specific	customer specific
	Technology & BI Platform	IT Team Efficiency	customer specific	customer specific	customer specific
	Human Resources	HR Team Efficiency	customer specific	customer specific	customer specific
	Budgeting & Forecasting	Days to Complete the Annual Budget Budget	> 40 days	40 days	27.5 days

Thank You