

Customer
Case Study

CDM

Do it once and do it right!

“The ROI is only 12 months. Deltek Maconomy has enabled us to work smarter and devote more time to our clients.”

» Jens Erik Knudsen,
Chief Project Officer

CDM

As CDM’s manual processes proved insufficient in terms of fulfilling their business objectives, they decided to make their processes leaner. With an integrated enterprise solution from Deltek, CDM improved its project execution, resource planning and invoicing flow.

Critical mass calls for lean processes

Many consulting firms start small and gradually expand their business. The need for leaner processes grows along with the business. As CDM’s manual processes proved insufficient in terms of fulfilling their business objectives, they decided it was time to rethink their workflows.

“In the past we used eight different systems to get from client quotation to final invoice, including Excel and various other stand-alone applications. We analyzed our business and decided to address these inefficiencies.”

“We considered developing our own ERP solution, but as we scanned the ERP market, we found that Deltek offered an ideal solution for our type of organization. Just because you build trucks doesn’t mean you have to drive one yourself,” says Chief Project Officer Jens Erik Knudsen.

Enter your data once and for all

Some of the vital issues for CDM were to avoid redundant data in order to make their data less error-prone and save on administration.

Furthermore, CDM were looking for an ERP solution designed specifically for consulting firms. The Deltek Maconomy solution allowed CDM to address both of these issues.

“Many ERP vendors claim to have a strong project focus, but Deltek really walks the talk. Now we only have to enter data once and this has freed up a lot of valuable admin time for us.”

“We develop specialized software solutions just like Deltek, so we know how much value a specialized ERP solution can bring to an organization. Deltek showed us that they could help us take our business to the next level,” says CEO Erik Rosenkrantz.

Making the most of precious resources

Another key focus area for CDM was resource planning. Planning projects in Excel was a straightforward process, but problems arose for the project managers at CDM when plans changed – which plans inevitably do. This caused occasional resource bottlenecks or vacancies. Consequently, the billing percentage among CDM’s precious consultants was less than ideal.

To solve the resource puzzle, CDM decided to implement People Planner, Deltek’s fully integrated resource planning solution. “We can plan our resources three months into the future, and it’s much easier for our project managers to fill the resource gaps on a continuous basis.

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Deltek People Planner has helped us increase our average billing percentage per employee, which has a direct impact on our bottom line," says Jens Erik Knudsen.

Monthly billing in a flash

Creating and sending bills to clients used to be a cumbersome process for CDM. Their project managers are in charge of large projects, most of which are billed on a monthly basis.

CDM used to leave the preparation of bills to the finance staff, which created the bills on the basis of notes in various formats from the project managers.

Not surprisingly, it took the finance department several days each month to prepare correct bills to clients. In the Deltek Maconomy solution, on the other hand, all time sheet entries, project data and client information are readily available for bill creation. This has enabled CDM to adopt a much more efficient billing process.

"With Deltek Maconomy, a single member of our finance staff can process all bills on all jobs in less than a day. Our project managers create the bills in Maconomy and approve them electronically – and then they are ready to be processed by our finance staff," says Jens Erik Knudsen.

From paper jungle to lean internal processes

CDM are very pleased with the way Deltek has helped them achieve operational efficiencies.

Both Jens Erik Knudsen and Erik Rosenkrantz are confident that CDM made the right decision by investing in a Deltek solution.

"The ROI for our Deltek Maconomy solution is only 12 months according to our estimates. On top

of that we are able to work smarter and devote more time to our clients. Our Maconomy solution has played a pivotal role in this process," says Jens Erik Knudsen.

"We are very pleased with the way Deltek has helped us reorganize our business. We've led our organization out of the paper jungle and made the transition to lean and purely electronic processes, and we couldn't have done this without Deltek's solutions," concludes Erik Rosenkrantz.

About CDM

Overview: CDM A/S is a Danish-owned software company that sells and develops CRM solutions to support and optimize sales and marketing processes.

Their clients include large Nordic companies within telecommunication, finance and pharmaceuticals. CDM is a Microsoft Gold Certified Partner.

cdm.dk

The Deltek Advantage

The key success factors for CDM

- Run all business processes via one fully integrated ERP solution
- Perform month-end closings in less than a day
- Improve the billing percentage among front-office staff
- Plan specialist resources three months into the future

Solutions: Deltek Maconomy and Deltek People Planner

Deltek (Nasdaq: PROJ) is the leading global provider of enterprise software and information solutions for professional services firms, government contractors, and government agencies. For decades, we have delivered actionable insight that empowers our customers to unlock their business potential. Over 14,000 organizations and 1.8 million users in approximately 80 countries around the world rely on Deltek to research and identify opportunities, win new business, optimize resources, streamline operations, and deliver more profitable projects. Deltek – Know more. Do more.® deltek.com