

CASE STUDY

Global Management Consultancy Group Enhances Utilisation And Aligns Planning Practices With Retain International

HURON CONSULTING GROUP

GLOBAL CONSULTANCY

Established in 2002, the Huron Consulting Group (known as Huron) is a global management consulting business, working across a wide range of industries, including Financial Services, Technology, Healthcare, Higher Education and Life Sciences. Partnering with clients to develop strategies and implement strategies, Huron enables clients to transform their own futures.

As a global consultancy, Huron helps clients drive growth, enhance performance and sustain leadership in the markets they serve.

One of the best in the field, Huron has been named as one of Forbes America's "Best Management Consulting Firms" in 2016 & 2017, and by Consulting Magazine as one of the "Best Firms to Work For" continually from 2011-present.

Having embarked on a string of strategic acquisitions over the past decade, Huron now has over 2,600 employees based across the continental USA.

THE CHALLENGE

MANUAL SYSTEMS & ONEROUS RESOURCING

In 2008, Huron was busy growing across the USA, winning new work at a rate of knots and with visions for further expansion into its core markets and beyond. However, the business was falling short in one area - resource planning & utilisation.

Huron established that the current process of planning resources on manual spreadsheets was not only time consuming and onerous but was also prone to error. In addition, it also didn't give managers the level of visibility that they needed or the reporting capability. The organisation felt it required a dedicated resource planning solution to simplify internal processes and procedures. One that could enhance existing functionality and add some new features for Huron to utilise, break down silos and improve utilisation & MI.



HURON

INDUSTRY

Management Consultancy

SIZE

2600 employees across the USA

EXISTING SOLUTION

Manual spreadsheets

NEW SOLUTION

Retain Corporate, Skills & Web Viewer

BENEFITS

- Increased efficiency leading to ROI
- Highly detailed Skills Database
- Effective planning processes
- Improved utilisation rates
- Central system and database across the organisation
- Configured to business requirements
- Development of custom reports
- Improved MI.



“We were having to manually update spreadsheets prior to Retain. From a time perspective, Retain saves us a huge amount by easily updating projects, running reporting automatically and gives us clear visibility of our employees.”

SYSTEM REQUIREMENTS

BESPOKE CONFIGURATION

Huron required a system that would bring a new level of transparency to the business, and allow planners, managers and employees to easily see what was scheduled and the projects resources were scheduled to work, rather than each manager or department having their own siloed spreadsheet. As a result, Huron was also hoping to improve data integrity within the business.

The planning teams also required a system that could show changes in real time, rather than waiting for emails to be sent, read and actioned which was currently holding up requests and changes for employees, projects and clients alike. Luckily for Huron, Retain could do exactly that.

RESULTS

After the implementation of Retain Corporate Edition, Skills and Web Viewer was completed, the team at Huron quickly noticed a positive change in the levels of resource utilisation and, as a result, profitability.

Planners and managers can now ensure that employees are being kept fully utilised, reducing the under-, and more critically, over-allocation of employees.

Manual reports have been replaced and expedited with the use of automated custom configured reports, allowing resources to be utilised more efficiently, and allowing managers to make decisions far quicker than they could in the past, turning the business from reactive to proactive.

“ We worked with Retain to create customized complex reports to meet these reporting needs and build specific fields within Retain... In addition, we also designed and worked with Retain to create reporting capabilities that allowed us to automate reports that we were previously tracking manually. This not only made our team more efficient, but also provided a higher quality product since it minimized user error. ”

**Senior Resource Planner
Huron**

“For our teams to be operational, we need to have Retain up and running”

Retain Skills has given Huron a structured skills database to store detailed skill records against each resource. The ability to have a branched structure with predefined skills and qualifications has enabled Huron to organise the data in a highly detailed manner as well as ensuring that planners can search for the best resource to fit specific project requirements.

The business has saved swathes of time since implementing Retain. No longer having to manually update multiple spreadsheets, and with an increased amount of automation, the team at Huron can focus on ensuring resources are working to schedule and budget.

A DECADE OF USE

In the proceeding ten years, Retain has become an integral part of everyday life at Huron. Planners use the system continually, with some using it all day, every day to ensure their teams are correctly staffed and allocated. As the business has grown both in scale and the diversity of industries, Huron has relied increasingly on Retain and the Skills module to help planners hone in on the best qualified resources.

Describing Retain as flexible, adaptable and reliable, it is now seen as a business critical solution.

Resources know to use the system to put in training, holidays and changes to their schedules that could impact a project, to ensure the planners are able to work around them and ensure that utilisation rates don't drop.

“
As the scale and diversity of our business continues to grow, we rely more heavily on the skills database to help us narrow in on the best qualified resources.
”

**Senior Resourcing Manager
Huron**