Retain

RETAIN INTERNATIONAL

How professional services firms can dial up to a 5% utilisation increase

Click on a segment to find out more

1. Resource Planning Made Simple

There's a reason the Big Four accounting firms and two out of five Magic Circle law firms use Retain to match the right people to the right job.

2. Keep Your Talent Happy And Recruit Against Plan

HR teams can increase employee satisfaction by ensuring skills are maximised, and are able to match recruitment programmes to capacity plans.

3. Easy Integration And Compliance With All Your Systems

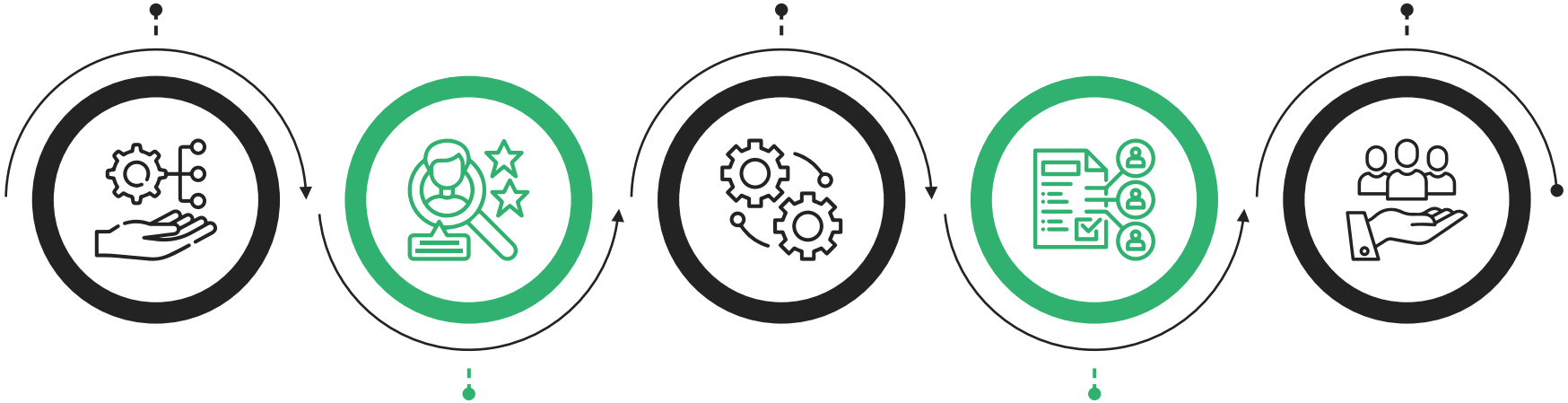
IT teams find Retain simple to integrate with existing systems, giving peace of mind when it comes to security and compliance.

4. Plan And Assign For The Best Outcomes

Resource planners and managers can see at a glance where the right skills need to go in order to deliver to their clients and businesses.

5. See How We're Helping These Two Companies

Here's how a consulting group and world-leading science agency put their people where they can make the most difference.



Here are five pitfalls it's worth remembering when it comes to resourcing

Legacy tools, localised processes, a binary approach to how people's time is managed and more all get in the way of effective resourcing.

Resource Planning Made Simple

There's a reason the Big Four accounting firms and two out of five Magic Circle law firms use Retain to match the right people to the right job. It's because they see up to a 5% increase in billable utilisation and can take on new work faster.

Matching specific skills to individual jobs has always influenced profitability.

And that's never been more important than now, when the entire professional services sector is working remotely. Knowing that your resources are in the right place allows you to manage both the short and long term.

Resource planning is one of the marginal gains that delivers the best outcomes for your clients and builds the financial health of your company. There are two key ways we do this.

The first is through an intuitive user experience. Our solution allows resource planners to calculate budgets more accurately before a job starts and compare actual versus planned costs. Resources can also be viewed on a colour-coded wallchart, allowing bookings to be dragged and dropped into place. The second is its straightforward systems integration.

IT teams can tailor and incorporate Retain into existing networks, and provide it as a Microsoft Windows app, a web browser or both. Everyone can extract data and build reports, construct scenarios and calculate KPIs.

Thanks to its use of multiple currencies, Retain is used by organisations in over 70 countries, and manages over 1.5 million people every year. It helps management teams maximise fees, HR teams shape recruitment and ensures individuals enjoy high rates of job satisfaction.

Keep Your Talent Happy And Recruit Against Plan

HR teams can increase employee satisfaction by ensuring skills are maximised, and are able to match recruitment programmes to capacity plans.

Many businesses rely on over-utilisation to address their inability to forecast accurately.

When demand spikes, the expectation is that employees will just work the additional hours. However, that can last for weeks at a time and lead to people who are exhausted and demotivated.

Over-utilisation also does not take skills or experience into account, resulting in the possibility of people working in areas unsuitable to their skillsets. This creates the risk of substandard work, while prolonged periods of overtime will leave employees uninspired and likely to leave.

Retain allows you to drive satisfaction levels by ensuring you're able to instantly see if an individual is working too much overtime or doesn't have enough to do – or if they're wasting their skills on the wrong tasks. All of these have an impact on retaining talent, and having greater control means you're better placed to keep your people happy.

Easy Integration And Compliance With All Your Systems

Thanks to our in-house consultants, IT teams find Retain simple to integrate with existing systems, giving peace of mind when it comes to security and compliance.

The solution has been built to work easily with all the leading enterprise, resource and financial systems including SAP, Elite, Oracle and NetSuite to name a few. You're able to import and export data securely, keeping everything up to date with automated feeds.

User permissions give you complete control over all sensitive client information, while the solution automatically remains compliant with global data compliance regulations.

IT teams can set up access for end users through a Microsoft Windows app, a web browser or both, and offer a mobile app for remote teams.

Resourcing on a global level is supported by multiple time zones and currencies.

PLAN AND ASSIGN FOR THE BEST OUTCOMES

Resource planners and managers can see at a glance where the right skills need to go in order to deliver to their clients and businesses.

Retain is built around a simple graphical interface that uses colours, drag-and-drop functionality and a wallchart design. This at-a-glance capability allows planners to see quickly what capacity they have, what it's doing, where the demand is and what utilisation is looking like. Retain is designed to be intuitive to use and pick up, so there's very little training required.

Users can also customise colours, shapes and sizes to improve visibility and suit their needs.They can then use these to compare actual versus planned hours for previous projects and analyse peaks and troughs to improve estimates for future projects.

Future analysis is also supported through our new self-service reporting suite, Retain Insight.

That allows ops and finance teams to identify potential challenges through the simple manipulation and interpretation of the data they hold.

SEE HOW WE'RE HELPING THESE TWO COMPANIES

Here's how a consulting group and world-leading science agency put their people where they could make the most difference.

Huron Consulting Group

With 2,600 employees across North America, Huron works across a wide range of industries and is regularly named by Forbes as one of America's 'Best Management Consulting Firms'.

It was growing quickly, but its previous manual processes were time consuming and prone to error. With the introduction of Retain, its people are now utilised more efficiently and managers are able to make more informed decisions.

Read the full case study

Fera

A joint venture between Capita and the Department for Environment, Food and Rural Affairs, Fera's 400 scientists provide solutions and advice across the agri-food chain.

Fera needed to quickly increase utilisation and improve its future planning. Within two months of implementing Retain, the solution was available to 95% of their team, had scheduled over 40,000 project days and represented 56% of operational capacity for the year.

Read the full case study

HERE ARE FIVE PITFALLS IT'S WORTH REMEMBERING WHEN IT COMES TO RESOURCING

1. **Spreadsheets are not a planning tool**
   Effective, business-wide planning relies on being able to model and analyse multiple data points, including experience, location, seniority, working agreements and more. Excel is simply not built to do this.

2. **Skills matter**
   Assigning people to jobs where they can't use their skills is a risk. Quality suffers, client relationships can be damaged and talent can walk out the door.

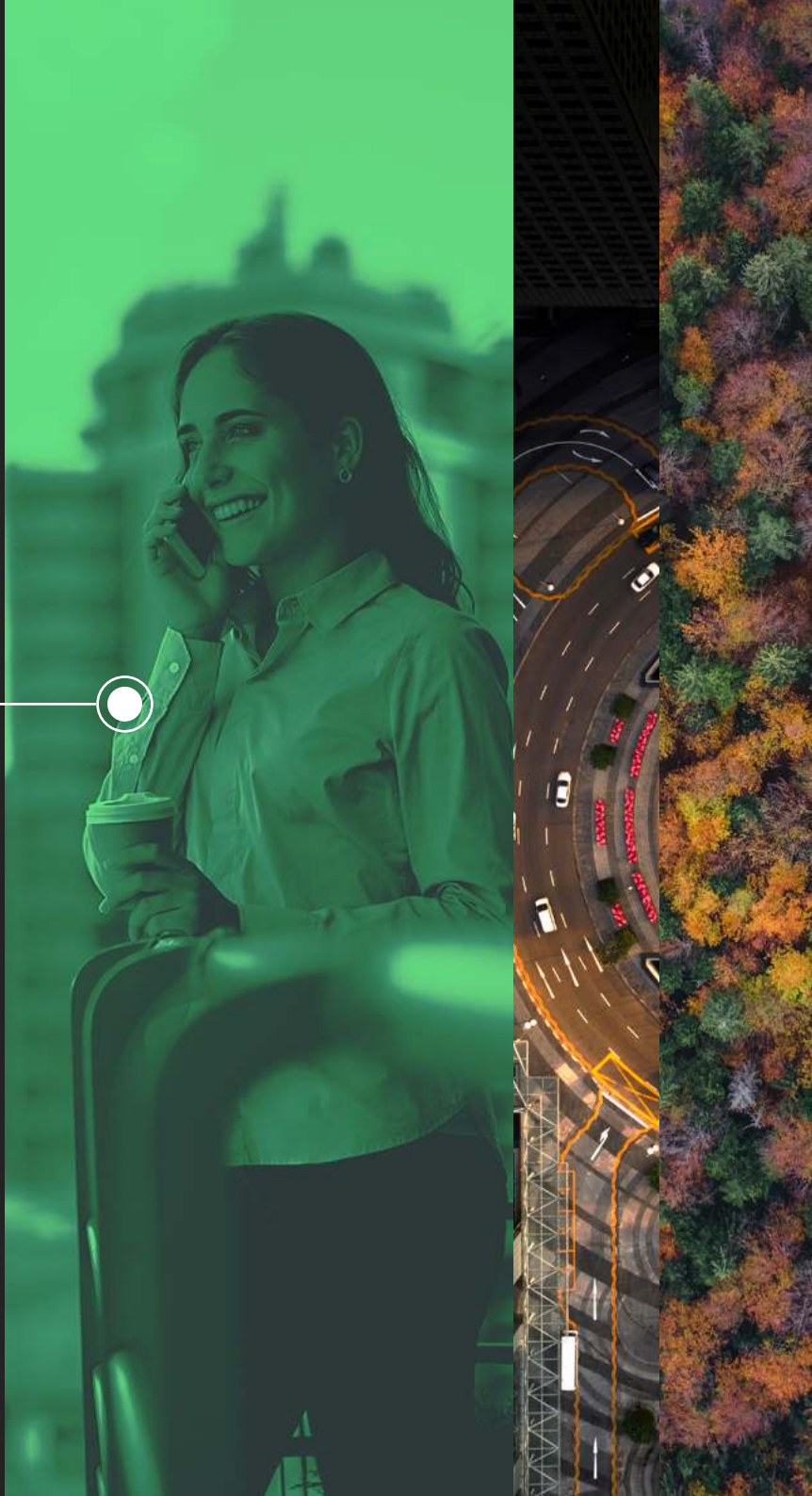
3. **It's easy to work in silos**
   Resourcing across different divisions or countries makes it difficult to track availability and skills accurately; silos are built and different processes emerge.

4. **Human capital is not black and white**
   If your model is based on the binary choice of utilised or unutilised, it won't be taking into account other factors such as your people's skills, preferences or experiences.

5. **Every forecast is just a prediction**
   There will always be a level of uncertainty between tentative and confirmed work. The ability to integrate forecasts with planning ensures dependencies are immediately visible.

DISCOVER HOW RETAIN CAN HELP YOU GET UP TO A **5%** INCREASE IN UTILISATION

We'd be happy to run you through a demo of Retain and talk about how it can be tailored to suit your own specific needs. Simply fill out our form using the following link and we'll be in touch.

www.retaininternational.com/download

Retain