

Customer Case Study

Devoteam Consulting

International collaboration requires fully scalable enterprise solution

“We wanted a fully integrated enterprise solution with full scalability for our business, and we wouldn’t settle for anything less than that”

» Christophe Merckens,
CIO, Devoteam Group

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Putting its efficient project workflows on display, Devoteam Denmark convinced its French headquarters to adopt Deltek’s enterprise solutions as well. As a consequence, Devoteam Group signed a framework agreement with Deltek to share these benefits with all of its global offices.

Strong Danish consulting solution made the difference

Devoteam Denmark has used Deltek’s enterprise solutions for many years to support their processes – from initial client quote to final invoicing. The Danish Devoteam office feels that Deltek’s enterprise solutions offer a unique project focus that ties in well with Devoteam’s consulting business.

Deltek has designed its enterprise solutions exclusively for the challenges of the consulting industry says Country Manager Søren Nielsen, Devoteam Denmark.

Over the years Deltek’s enterprise solution has given Devoteam Denmark significant improvements on project profitability, resource utilization, pipeline management and CRM.

“We have improved the way we manage our projects to fulfil our clients’ expectations, and we have cut the administrative burden radically for project managers and consultant. We have fewer write-offs, and the way we control each project has improved significantly,” continues Søren Nielsen.

International growth requires efficient back-office processes

Devoteam Group has been in the consulting business since 1995 and has seen impressive growth rates of 25-30% a year.

To facilitate their continuous international growth, they were looking for a fully scalable ERP suite to run their consulting business on a global scale. Recommended by Devoteam Denmark, Deltek emerged as the preferred supplier for the parent company Devoteam Group.

“We expect great benefits from Deltek’s enterprise solutions to gather and consolidate data. This allows us to optimize our back-office processes across the entire organization to ensure high data quality,” says CIO Christophe Merckens, Devoteam Group.

“The advanced multi-currency capabilities of Deltek’s enterprise solutions were also vital for us to keep track of operations in many different countries,”

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Country Manager,
Devoteam Denmark

Framework agreement with great potential

Devoteam Group signed a framework agreement with Deltek in late 2008, which means Deltek is the preferred supplier. Under the agreement all Devoteam entities have been given approval to begin talks with Deltek for future enterprise solutions. “There is no doubt that Deltek has a very strong case for consulting businesses. We considered a number of other options, but we chose Deltek as our preferred supplier because of their long-time commitment to project-focused organizations like ours,” says Christophe Merckens.

“Deltek’s enterprise solution is a great fit in terms of how we want to run our business, and we are sure the framework agreement helps us optimize our operations,” he adds.

Shared international enterprise solution creates synergy

Devoteam Group will provide centralized hosting and management of all Deltek enterprise solution servers through its subsidiary DVO Devoteam Outsourcing, a firm specialised in IT outsourcing.

This centralization means that new Devoteam offices can be easily added. Each office will experience short implementation cycles to ensure a hassle-free transition to Deltek’s enterprise solutions. Once on board, the Devoteam offices will be able to save on administration and collaborate across borders with full flexibility.

“Deltek’s enterprise solutions allows us to share competencies and facilitate international cooperation. We believe that by selecting and recommending Deltek, we have created a foundation for further growth and collaboration,” says Christophe Merckens.

Enterprise solution strategy strengthens coherence

“It’s impossible to manage a large organization efficiently without an enterprise solution that addresses your particular business challenges. That’s why we chose Deltek as our enterprise solutions provider,” says Christophe Merckens.

“Deltek really knows the consulting industry at heart. We feel that our business processes are in the best of hands and that gives us the freedom to focus on our own clients,” he adds.

Committed to future success

Christophe Merckens is confident that Deltek will ensure internal co-herence as Devoteam Group grows more and more international and complex as a business.

“It was time for us to look ahead. We wanted a fully integrated enterprise solution with full scalability for our business, and we wouldn’t settle for anything less than that,” says Christophe Merckens.

“We are sure Deltek will help us leverage the entire organization in the future as we continue to add new geographies and create synergies between existing offices,” concludes Christophe Merckens.

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About Devoteam Group

Overview: Devoteam Group is an IT consulting group founded in 1995.

Devoteam offers independent advice and technical solutions that help clients meet their business objectives by connecting business and technology.

Size and Location

4,750 employees in 23 offices all over the world.

www.devoteam.com

The Deltek Advantage

**The key success factors for
Devoteam Consulting**

- Streamline business processes across global organization
- Integrate all systems into a single shared enterprise solution
- Ensure better time registration and resource utilization

**Offices already operating on a Deltek
enterprise solution:**

- Devoteam Denmark
- Devoteam Belgium
- Devoteam Middle East

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