

Professional Services Automation: Optimizing Project Service Oriented Organizations

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" this book is worth reading "(Project Manager Today, August 2002)From the Inside FlapUsing traditional ERP software to streamline operations in a project- or service-oriented organization is like trying to mow your lawn with a hedge trimmer: you can get the job done, but it's a lot more work than it has to be. Professional Services Automation introduces a new generation of software designed specifically to maximize performance in firms whose main deliverables are not tangible products. This comprehensive, practical guide explains the many advantages of professional services automation (PSA) for service and project organizations. It evaluates the numerous PSA vendor offerings and helps you select and implement the PSA solutions that will make your enterprise more efficient, productive, and profitable. You'll also discover the many ways in which PSA can help your organization: Streamline client invoicing to reduce A/R and increase cash flow Improve resource utilization, productivity, and efficiency Implement accurate revenue recognition methods Track project status and costs Streamline reporting, analysis, and decision-making capabilities Increase customer satisfaction The key to selecting the optimal PSA solutions is to ask the right questions, both about the software and about your organization. Professional Services Automation helps you evaluate your firm's internal processes; identify specific needs, such as Web capability and compatibility with specific databases; and consider all of the benefits, costs, and corporate risks associated with implementing each PSA solution. The return on investment for PSA is quite impressive and is usually realized in a short period of time. This authoritative handbook helps you maximize ROI by choosing the most appropriate PSA solution, implementing it seamlessly into your business methodologies and practices, and improving internal processes to increase the benefit of mechanized solutions.From the Back CoverPRAISE FOR Professional Services Automation "SPO/PSA should be viewed by the market as a cost of doing business or, in other words, a competitive necessity for conducting business in the services economy." -Ted Kempf, Principal Analyst, Gartner "The depth and breadth of coverage is extraordinary. Any professional or firm considering the implementation of PSA must stop here first-to make a PSA decision without consulting this book first would be foolish." -Rick Freedman, author, The IT Consultant and The eConsultant "I have requested each and every department in my organization to look at their respective chapters for incredible insight and concrete solutions." -Jean Denis Talon, President and CEO, AXA "This is the reference book that you need to pick up and consider periodically as you plan, analyze, select, and roll out enterprise software." -Stuart Sackman, Vice President, ADP "This book is a perfect starting point for any organization wishing to improve their services delivery through the implementation of a PSA product. It provides a clear overview of all of the aspects to consider when evaluating PSA products as well as how to avoid the stumbling blocks to successful PSA implementation." -Michael Lines, PMP, Publisher, allPM.com-The Project Manager's Homepage "This guide addresses appropriately the subject of project management as an integral component of the PSA business environment-a sensible and pragmatic approach." -Lloyd Bartlett, P. Eng., MBA, PMP, Lecturer in Project Management, McGill University