

CUSTOMER SUCCESS STORY:
VEBNET

Vebnet meets demand from more than 200 clients using CA Clarity PPM.



Customer Profile

Industry: Professional Services
Company: Vebnet
Employees: 78
Revenue: £6 million (FY 2008)

Business Impact Summary

Business:

Vebnet is a market leading provider of technology and services for flexible benefits and total reward statements, through the development, deployment and support of an internet based solution FIX&FLEX[®], that enables employees to select and manage their benefits and access total reward statements.

Challenge:

As Vebnet grows from a small company to a mid-sized enterprise, it needs to ensure that its resources are balanced to meet client needs and maximise profitability. Without adequate resource management tools, Vebnet was unable to obtain the reliable statistics it needed to support business decisions.

Solution:

CA Clarity[™] Project & Portfolio Manager (PPM) is used by 95 percent of Vebnet's staff to record the time spent on internal and client-facing activities. The solution provides comprehensive visibility of resource utilisation to enable Vebnet to balance staff workloads and identity problems with internal processes to streamline operations.

Result:

Greater visibility of its activities has enabled Vebnet to increase efficiency and improve resource utilisation. The CA Clarity PPM reports also help the company to decide when to hire new staff. This ensures that Vebnet is able to meet client demand and maximise profitability.



CA Customer Alliance Program



Transforming
IT Management

Business

Delivering flexible employee benefit schemes

Vebnet offers market-leading services that help businesses provide their employees with flexible benefits. It specialises in the development, deployment and support of an Internet-based solution, FIX&FLEX, that enables employees to select and manage their benefits and access total reward statements.

By providing employees with the freedom to select their own benefits, such as pension schemes and car insurance offers, companies can ensure they deliver maximum value to their staff and help all parties to make savings on tax, NI and ensure organisations receive the return of investment required by engaging and communicating effectively with their staff the total value of their remuneration and benefits.

Vebnet was founded in 2000. Vebnet has more than 200 clients in a wide range of industries, including high-profile companies such as BT, JP Morgan, Nationwide and LogicaCMG. Around 250,000 people access flexible employee benefit plans via Vebnet's online FIX&FLEX product.

"We needed greater visibility of resource utilisation, and more reliable statistics to help us to make better informed business investments, such as when to hire new staff."

Andy Palmer

Flexible Benefits Consultant, Vebnet

Challenge

Balancing resources to meet client demand

Since its inception, Vebnet has grown steadily. Aligning resources with expected revenue growth is essential for Vebnet to maintain profitability. Diane Toughill, planning manager for Vebnet, comments, "To safeguard the quality of our services and support future growth, we must ensure the correct balance of resources between product research and development and client servicing."

In order to make informed decisions regarding resource utilisation, Vebnet requires detailed timesheet data. To keep track of the time spent on various client activities, the company was using multiple spreadsheets, which staff would complete on a weekly basis. Once completed, managers would input this information onto consolidated spreadsheets to gain a full picture of the companies current projects and workload.

While this practice had worked for Vebnet as a small business, with the company now more than 70-strong and expanding, it realised that the process was no longer practical. Andy Palmer, Flexible Benefits Consultant at Vebnet, comments, "We needed greater visibility of resource utilisation, and more reliable statistics to help us to make better informed business investments, such as when to hire new staff."

“We can now view people and projects at a glance, which helps us to balance staff workloads more effectively.”

Andy Palmer

Flexible Benefits Consultant, Vebnet

Solution

Comprehensive resource reporting

To help it address these issues, Vebnet decided to investigate timesheet solutions. Following vendor demonstrations, however, the company recognised that it could benefit from a more complete resource management solution.

Vebnet eventually selected CA Clarity™ Project & Portfolio Manager (PPM) to meet its needs. Palmer comments, “CA Clarity PPM offered rich functionality, but due to its modular structure, we were able to take a phased approach to adoption and our investment. We also liked CA Clarity PPM’s user-friendly interface and flexibility.”

CA partner and project management specialists, Sandhill Consultants, assisted with implementation and provided comprehensive training on CA Clarity PPM. “Sandhill Consultants’ experience and knowledge were invaluable in helping us to maximise our investment in CA Clarity PPM quickly,” comments Palmer.

Ninety five percent of Vebnet’s staff use CA Clarity PPM’s Project Management module to record the time spent on both client-facing and internal activities. With help from Sandhill Consultants, Vebnet has created customised reports in CA Clarity PPM that enable managers to provide senior management and Vebnet’s financial officer with consolidated and comprehensive data.

The solution’s reporting capabilities mean that members of staff can be quickly updated when returning from leave. Palmer comments, “We can now view people and projects at a glance, which helps us to balance staff workloads more effectively.”

Resource utilisation data from CA Clarity PPM can also be viewed on a project-by-project basis, which enables managers to compare projects and pinpoint problem areas to streamline processes in the future. For example, Vebnet identified that its internal handover processes between departments were particularly time-consuming and often resulted in the loss of vital knowledge about its clients. When Vebnet underwent an organisational restructure, it was able to eliminate the need for these handover activities.

CA Clarity PPM is integrated with defect management software TeamTrack to enable Vebnet to track problems in its FIX&FLEX software solution and the time that the development and test teams spend resolving them.

“CA Clarity PPM provides the business intelligence we need to make good decisions about when to hire new staff, or how we can redeploy resources to meet client demand more effectively.”

Andy Palmer
Flexible Benefits Consultant, Vebnet



Result

Supporting future growth

Using CA Clarity PPM enables Vebnet to accurately and easily record and report on its business activities. As Palmer explains, “CA Clarity PPM provides the business intelligence we need to make good decisions about when to hire new staff, or how we can redeploy resources to meet client demand more effectively.”

A consolidated view of its activities has helped Vebnet to:

- Increase efficiency
- Improve resource utilisation
- Make better-informed business decisions

Although Vebnet is currently just using CA Clarity PPM for retrospective time management, it plans to implement CA Clarity PPM’s Resource Management and Financial Management modules in the near future to aid capacity planning and billing.

About Sandhill Consultants

Founded in 1989, Sandhill Consultants and its services have evolved considerably since then. The company is now an award-winning CA partner, working with customers across Europe and North America.

To learn more and see how CA software solutions enable other organizations to unify and simplify IT management for better business results, visit ca.com/customers.