

Customer
Case Study

Hill & Knowlton EMEA

Professional capacity planning brings vital efficiency gains

“Capacity planning is important in good times, but it’s absolutely critical in challenging times”

» Jon Mostyn,
Worldwide Business
Consulting Director



Like every other Professional Services Organization, Hill & Knowlton EMEA must navigate skillfully through complex assignments and manage ever-changing resource needs. Deltek provides Hill & Knowlton EMEA with powerful tools to help them optimize their capacity planning.

Excel is good, but not ideal for capacity planning

It was a priority for Hill & Knowlton EMEA to upgrade from using Excel tools in their capacity planning processes in favor of a specialized solution. As a leading international PR agency, their value creation depends on devoting time to providing creative and strategic communications consultancy to clients. Hill & Knowlton EMEA turned to its long-time enterprise solutions partner Deltek.

“In the past, we spent a lot of time coordinating and planning our resources at our regular planning meetings. We have been able to move away from Excel tools that were complicated and inefficient to manage and didn’t provide us with a way of leveraging the use of the tools across multiple geographies,” says Worldwide Business Consulting Director Jon Mostyn.

“In the first field implementation, we’ve been able to increase the time spent on analysis and management from 10-20% all the way up to 50% thanks to Deltek People Planner. That’s a huge difference in any company,” adds Jon Mostyn.

Greater visibility and immediacy of scenario planning

To facilitate collaboration and fully utilize their resources, Hill & Knowlton EMEA decided to optimize its Capacity and Resource Planning by job, client and within each team.

Individual offices vary greatly in size at Hill & Knowlton EMEA - from around 15 to 250+ staff who all play their part in servicing the needs of the clients. To ensure the appropriate billable capacity at all times, Hill & Knowlton EMEA needed a real-time overview of their capacity needs.

“It is an absolute requirement to ensure that we have the appropriate volume and type of billable capacity available at all times. This helps us maximize our use of resources by ensuring we have the right people available to serve our clients and, ultimately, leads to improvements in profitability,” says Jon Mostyn.

Capacity planning as integrated part of process flow

For Hill & Knowlton EMEA it made good sense to view capacity planning and project management as a fully integrated business process.

“Our planning processes are aligned to the specific needs of the individual operation. Therefore, we needed a specialist application that would enable us to incorporate daily and weekly work planning in our small operations; and monthly staffing planners and quarterly budgeting

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and re-forecasting in large operations,” explains Jon Mostyn.

With Deltek People Planner on board, Hill & Knowlton EMEA are confident that data is consistent as they have only been entered once, and if changes are made in one part of the system, all views are updated immediately to reflect these changes. “Deltek People Planner has eliminated the need for planning using separate systems. This makes us much more efficient in the planning process,” says Jon Mostyn.

When the going gets tough, capacity planning takes center stage

Effective capacity planning helps companies navigate through the ups and downs of the business cycles that affect businesses worldwide. Hill & Knowlton EMEA is fully aware that professional capacity planning is crucial to ensure that they have the right capacity and the right skills on board at all times.

As the business climate gets tougher, it becomes even more essential for companies to ensure their fee capacity matches their latest revenue projections.

“Tighter planning and control can help increase our resource utilization by several percent over a period of time, and that will help us offset the effects of business contractions. Capacity planning is important in good times, but it’s absolutely critical in challenging times,” says Jon Mostyn.

A flexible and responsive business partner

The vast majority of the Hill & Knowlton EMEA network were already on Deltek’s enterprise solutions and they are about to embark on an office-by-office rollout of Deltek People Planner for capacity planning.

Deltek (Nasdaq: PROJ) is the leading global provider of enterprise software and information solutions for professional services firms and government contractors. For decades, we have delivered actionable insight that empowers our customers to unlock their business potential. Over 14,500 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

“We didn’t start from scratch. Even the best capacity planning solution doesn’t do the job all by itself. You need buy-in from your organization in order to be successful. The people at Deltek have been very responsive and it has been a brilliant partnership. We feel better equipped for the business challenges of tomorrow,” concludes Jon Mostyn.

About Hill & Knowlton EMEA

Overview: Hill & Knowlton EMEA is a leading international communications consultancy that provides services to local, multinational and global clients.

Ownership: Hill & Knowlton EMEA is part of Hill & Knowlton, Inc., which is owned by WPP, one of the world’s largest communications services groups with 131,000 employees worldwide.

Size and Location: Hill & Knowlton EMEA has 900+ employees across offices in Europe, the Middle East and Africa.

The Deltek Advantage

The key success factors for Hill & Knowlton EMEA

- Upgrade from using Excel sheets for capacity planning to allow more time to be spent on planning and less on collecting data
- Achieve better visibility and reporting in capacity planning
- Be able to plan resources across teams, clients and projects with great flexibility

Solutions: Deltek Maconomy and Deltek People Planner