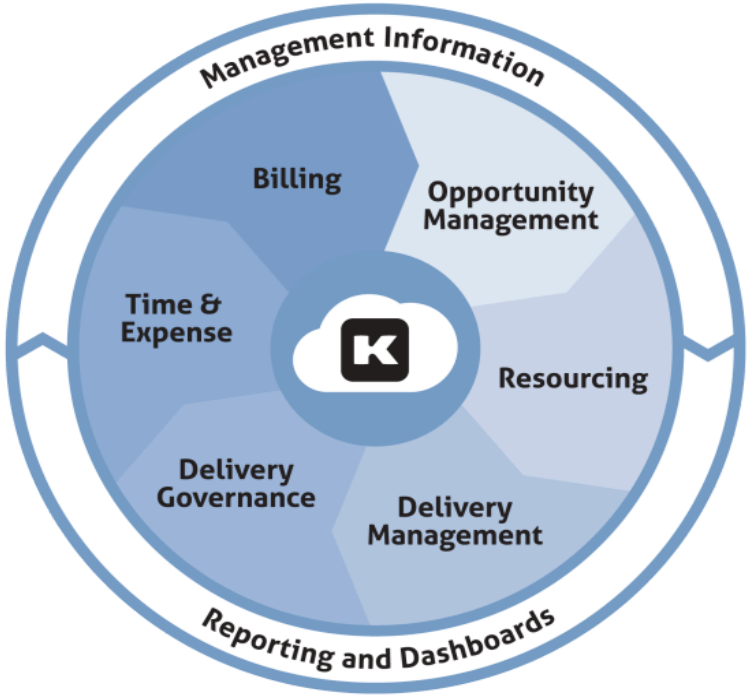
Felber SPARK for KANTATA SX ROI

Felber Consulting works with clients ranging from large government or private sector organisations to small & medium-sized enterprises. We work with Professional Service Organisations (PSOs) seeking to grow, to improve or to change the nature of the services they deliver to customers or to re-think the way in which they deliver them.

Kantata SX[1] (formerly Kimble) is a cloud-based Professional Services Automation (PSA) application that is used by Consulting and IT Services organisations, both Private and Public Sector, to manage their end-to-end operations.

Kantata SX supports the full engagement lifecycle, from prospecting, sales pipeline management and resource planning through to delivery management & governance, billing and reporting.

UK Public Sector departments have over the last few years established Professional Services teams to develop and spread best practice and deliver reforms. Felber Consulting's expertise in Kantata SX built over the last 12 years and our experience in Public Sector reforms helps teams to develop, manage and understand their services and to improve service delivery to customers.



[1] *Kantata SX licences can be procured separately.*

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When Do You Need Kantata SX?

Kantata SX has been built to satisfy many common requirements of modern Public Sector professional service teams. The following list applies to a variety of services, from regional NHS procurement advisory teams to Central Government IT services:

- Ability to assign scarce resources to most significant outcomes.
- Ability to model costs and margins of new and established services - from early negotiations to 'as-delivered'.
- Embedding of best practice processes into sales and delivery
- Automatically forecasting time and cost details and recording actual values
- Reducing monthly period-close delays from weeks to days
- Cutting invoice generation delay to improve cash flow.
- Automating resource and cash forecasts and management
- Managing a variety of delivery models (eg Fixed Price, Time & Materials, long term support services, benefit sharing)
- Simplifying complex expense management
- Streamlining the approval of timesheets, expenses, invoices, milestones. etc.
- Managing the optimum mix of employees and contractors
- Improving client management with a single view of all activity KPIs calculated automatically and in real time to support decision making and planning.

Felber was one of the early adopters of Kantata SX (formerly Kimble) Professional Service Automation (PSA) and was one of the first Delivery Partners to be appointed by Kimble Applications (now Kantata). As well as expertise in the application itself, our people are also experienced in delivering reform in the Public Sector, including NHS, FCO, MoD and local authorities.

We understand that the Public Sector usually has a different culture and different priorities to those in private enterprise, but also appreciate what may need to change and what core value must be preserved.

In both cases, there are scarce, valuable resources to be deployed across multiple customer organisations with complex, flexible requirements.

Felber can help public sector organisations deliver their services with effectiveness and efficiency with Kantata SX.

And When Do You Need SPARK?

The Felber team has twelve plus years' experience of using, implementing and supporting Kantata SX PSA. During this time, we have worked in partnership with Kimble Applications (now Kantata) and with other Kantata partners to help Kantata SX customers succeed in integrating the application into their business and to achieve planned efficiency benefits. The Kantata SX user base has grown to exceed 170,000 users and 300 customer organisations.

Many Professional Services (PSOs) and IT Services organisations who implement Kantata SX take the option to execute a Minimum Viable Product (MVP); reducing the scope to the least required to realise the most immediate and high priority benefits.

Felber's **SPARK** service seeks to support businesses with an existing Kantata SX implementation who want to move to a more sophisticated system that recognises the organisation's improved understanding of Kantata SX and matches their strategic objectives and ambition.

Often the initiative is triggered by new recruitment resulting from high growth, restructuring or acquisition. Kantata SX is used by high performing PSOs. Felber Consulting will help customers exploit Kantata SX to support best-in-class business processes, build up capabilities in poorly performing processes and to support and enhance the areas where the Organisation already has a superior competitive advantage.

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Components of Our SPARK Service

Example 'Packages of Work':

- Development of process and Kantata SX system to support a more robust and accurate forecast pipeline of work with placeholder resources that drives effective resourcing and recruitment.
- Creation of customised dashboards, reports, and other analyses to maximise business insights using the information that has built up in Kantata SX over time.
- Implementation of new, relevant processes such as supplier management or skills/capabilities management.
- Adoption of more sophisticated financial processes such as inter-company accounting.
- Adoption of more sophisticated resourcing or delivery management processes to support a growing business.
- Addition of interfaces e.g. to finance or HR systems.
- General improvements to ways of working, leveraging relevant improvements from recent upgrades to the Kantata SX system.

The SPARK Elements Our Clients Have Valued Most

Contracting Models & Governance

Our main contracting models for **SPARK** are:

- Call-Off
- Capped T&M

Our governance approach includes:

- Monitoring against agreed outcomes or KPIs (Felber & Customer)
- Customer key contact to manage team contribution & dependencies.
- Change control process to adapt service as circumstances change.

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We Tailor the Solution to your Needs

We tailor the solution to suit your needs and we do this by spending time with you up front to understand your strategy, people, processes and systems, to develop an approach that works with your business and also, over time, increases the self-reliance of your own people as well as meets your business goals.

Benefits of Felber SPARK for Kantata SX

By engaging Felber Consulting you will have the support of experienced consultants with Public Sector transformation expertise and deep knowledge of Kantata SX.

We understand the context and practice of the end-to-end processes within a modern Professional Services Organisation.

We are willing to engage according to a variety of contracting models. For example, for **SPARK** we can contract on a call-off or capped T&M.

Sometimes our Felber **SPARK** work arises from our Felber **TEMPO** service, and we often manage the two services in tandem ensuring that both your ongoing operational support needs and those arising from increased growth, expansion and maturity, are met.

In addition, you will have support and advice from experienced consulting leaders to help you manage your implementation (if appropriate), embed good practice and new ways of working in your organisation and transfer skill to your people.

If appropriate we will also help you to
plan and manage other changes in your organisation necessary to ensure that you meet your cloud-enabled business goals. See our **Managing Cloud-Enabled Business Transformation** service.

Felber Quality Assurance

We ensure that our engagements with you progress to expectation and that any agreed changes are properly planned and executed:

- Our services lead will conduct a pre-engagement review with your Project/Operations manager to develop the exact schedule of services.
- We will conduct quarterly (or per further agreement) sponsorship reviews which will include your Senior Responsible Officer and a Director of Felber Consulting Ltd

Felber Assets, Tools & Advantages

- Our senior service managers are experienced with 10+ years in Public Sector – as staff and consultants. We have Public Sector expertise in most areas, including local and national organisations; from health to security; single site to international.
- We use file sharing and collaboration tools to share and develop collateral over the lifecycle of the engagement such as Slack, Trello, Google Docs and Atlassian Confluence. This provides the joint project team with common visibility of plans, reports, and source material. We use teleconferencing to promote easy, but structured communications that allow team members to maximise value-adding activity and avoid travel
- *We use Kantata SX Professional Services Automation ourselves to manage and control our contractual and delivery engagements, including commercial, project progress and milestones.*

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Felber Back-Up, Restore & Disaster Recovery

The safety and security of the materials we use and develop for our clients is a priority. We are used to various approaches, depending on the policies, regulation and circumstances of the engagement. We will confirm this with you as part of pre-engagement. For example:

- Where appropriate we will make use of the client's own hardware, software and / or policies governing information protection.
- We will use the client, or standard proprietary collaboration-ware.

Our computer protection and security are currently guided by the Cyber Essentials framework. We are currently in the process of seeking Cyber Essentials accreditation.

These measures ensure that our client's data and reports are held securely and with relevant levels of protection and ensure availability in the circumstances of disruptive events.

Felber On-Boarding & Off-Boarding

As part of the pre-engagement phase of our work, we will agree certain aspects of how we will work together:

- We will complete a schedule of services or a Service Initiation Document, defining the scope, objectives and governance of the service.
- We will agree practical arrangements such as security levels, building and data access, management, use of common tools, software and infrastructure.

At the completion of the engagement:

- We will consolidate a schedule of documents or other media generated as part of the engagement, including master copies of any reports, bid documents, brown & white papers and other deliverables.
- We will set up a joint review session, identifying lessons learnt and potential next steps.
- We will schedule a final hand-over to a support team (as appropriate).

Contact Us

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