



# Readiness IT

Polaris Provides the Single Source of Truth for Readiness IT to Power Digital Transformation



**Industry:** IT/Technology

**Website:** [www.readinessit.com](http://www.readinessit.com)

## Challenges

- A lack of complete visibility into project and resource management
- Collating information from siloed systems for analyzing how their employees spent time on projects became tedious and time consuming
- Matching resources to projects manually proved to be an inefficient process

Readiness IT is a digital transformation accelerator, enabling their clients to achieve the next generation of digital experience. They have accomplished several digital transformation projects for multiple industries across the world, improving business productivity and customer experience. With dedicated Centers of Excellence (CoE), Readiness IT delivers high-quality services and solutions that challenge today's client needs while following market best practices that lead their clients to long-term success.

## A Lack of Visibility into Project and Resource Management

Readiness IT is a project-based company. Services delivery is critical to their business. For every new project, they need to allocate project managers and resources who have the required functional and technical skills. Project progress is regularly reported to a Sponsor who represents Readiness IT in a specific contract. Project planning and resourcing is a key aspect to ensure project success.

They needed a solution that could give project managers and leaders complete visibility into project and resource management. While there was a tool in place to track project time and manage resources allocation, the value for money wasn't satisfactory. Managers spent more time collating the information they wanted for analyzing how their employees spent time on projects. They needed a solution with flexible reporting capabilities to get adequate control of the execution of projects.

Another challenge was with resource management. The company had a siloed system to track resource skills and availability. A lack of consolidated data made project managers manually match resources to projects. The entire process was time consuming and inefficient.

## Achieved Single Source of Truth for All Projects, Resources, and Billing Information

Carlos Paiva, the portfolio manager of Readiness IT, explained that Polaris was their vendor of choice because it provides advanced capabilities to meet everything they needed to run the professional services business to profitability. He said, “Polaris gives us real-time visibility into our business with a single source of truth for all projects, resources, and billing information. Now, our resource and project managers don’t have to log in to any other tool for planning.”

## Polaris gives real-time visibility into all project related data

Polaris provides deep insights into projects and service delivery across the organization with a robust dashboard and reporting capabilities. Carlos and his team use various weekly and monthly reports to get the pulse of their business. “The flexibility of reporting allows us to have information to have adequate control on the progress and execution of projects,” he said.

Carlos uses the insights from the reports to perform capacity planning and optimize the use of resources, analyze project health, report the monthly revenue to be recognized, control the bills issued every month and estimate future billing, and track payments.

## Readiness IT improves staffing process and resource management

With Polaris in place, it’s the only tool the resource managers now need to get all resource related information, pool databases, manage resource requisitions, view resources allocated to projects. The instant visibility helps them communicate better with other project managers and other stakeholders. Carlos said, “Polaris solved the staffing process issues we faced with our earlier solution. The workflow designed in Polaris for the staffing process, matches a 100% with the process desired by Readiness IT.”

Intelligent resource recommendations from SmartMatch feature in Polaris greatly reduce the time to assign resources by helping resource managers identify and allocate resources quickly based on the skills, competencies, availability, location, and other project requirement criteria. Resource management capability also provides complete visibility into resource availability and helps plan for incoming project and skill needs.



“ Polaris gives us real-time visibility into our business with a single source of truth for all projects, resources, and billing information. Now, our resource and project managers don’t have to log in to any other tool for planning. ”

Carlos Paiva, Portfolio Manager,  
Readiness IT

“ While we had a tool in place to track project time and manage resources allocation, the value for money wasn’t satisfactory. Managers spent more time collating the information they wanted for analyzing how their employees spent time on projects. ”

Carlos Paiva, Portfolio Manager,  
Readiness IT



## Hassle-free experience right from the first engagement

Polaris is a cloud-based, scalable solution that supports hassle-free implementation. This is exactly what Carlos wanted for his organization. Carlos said, “A cloud solution is mandatory for us because we don’t want to have concerns with the management of internal systems and issues related to availability and information security. Our basic requirement was to have secure access every time and everywhere. We could achieve this with Polaris.”

Readiness IT has subsidiaries in Portugal, Chile, Peru and New Zealand. Polaris gives their distributed teams a hassle-free way to record their time and attendance. “With Polaris in place, project tracking errors and defaults have reduced considerably,” Carlos said.

Carlos feels the support they received from our implementation team was recommendable. He said, “I appreciate the way the implementation team managed the process from the beginning until the end.”

He said, “The partnership with Polaris has been excellent. I hope it always stays that way.”

## Results

- Single source of truth for projects, resources, time and billing data
- Better visibility into project and resource management
- Simplified resource planning and improved staffing across the business
- Improved utilization of project resources
- Reduced timesheet errors
- Improved control over project execution with advanced reporting



### About Polaris

Polaris, the world’s first Self-driving PSA, has created a new category for Professional Services Automation. For the first time, leaders get intelligent help with decision making as Polaris does the heavy lifting, analyzes real-time data, and delivers live recommendations on the best possible choices for them to decide from. Polaris is created by the team at Replicon, the Time Intelligence company, with over 25 years of industry leadership in enterprise time tracking. Replicon supports thousands of customers across 70 countries, including PwC, SAS, NTT, NSC Global, Omnicom, and Aon.

To learn more, visit [www.polarispsa.com](http://www.polarispsa.com)

### Want to try it for your business?

Watch a live demo now. Free one-on-one support is available throughout the trial:

[www.polarispsa.com/live-demo](http://www.polarispsa.com/live-demo)

### Contact Us

[sales@polarispsa.com](mailto:sales@polarispsa.com)

North America: **1 877 762 2519**

Outside North America: **+800 7622 5192**

[www.polarispsa.com](http://www.polarispsa.com)