

Improving Global IT Services and ITSM Project Performance and Profitability with Whizible

An Integrated solution for Global project portfolio management



DSS found an ideal, end-to-end global project enterprise management solution in Whizible for managing their project portfolio spread across many segments of the Information Technology services and ITSM industries

Direction Software Solutions

Information Technology and Services

Direction is an IT Consulting Company offering E-Business Consulting and other Bespoke Solutions on .Net, Java & Open source platforms, a Microsoft Gold Partner practicing Microsoft Dynamics NAV & CRM and also offering Business Intelligence and Mobility Solutions.

Executive Summary

Direction Software Solutions (DSS) improved their project portfolio performance and profitability by implementing project enterprise management software [Whizible®](#)

DSS has a client base of more than 100 spread across more than 10 countries. They offer IT services and ITES - software development, testing, support, infrastructure maintenance, using diverse technologies and different business models. Whizible, with its unique ability to manage all of these projects, products and services using a single platform, helped streamline DSS's operations, resulting into overall business improvements.



Challenges

DSS offers services across many segments of the information technology industry such as cloud based solutions, overseas development center for SME customers, BPO services, Outsourced support & maintenance, application support & maintenance, software development and testing using various technologies.

This resulted in managing projects of different types, using different business and financial models, requiring different methods of recording and tracking the project portfolio. It also added to operational problems such as delays in reporting the timesheet data, complex nature of invoicing using different systems of billing and delays in sending invoices to their customers.

The challenge of monitoring the financial performance of all projects individually and in aggregate level was becoming difficult for DSS project management and finance teams.

DSS was searching for that one enterprise software product which gave them the flexibility and functionality to manage projects of diverse nature using a single system.

Whizible team came showcased their robust, end-to-end enterprise resource and project management and automation software.

Enterprise wide deployment of Whizible helped DSS

Whizible Team understood DSS's entire services offerings, the nature of their projects and configured the [Projects Lifecycle Management solution](#) to incorporate all the project management processes used by DSS for delivering their services.

Direction Software used the following Whizible modules to improve their engagement performance and profitability –

Whizible Modules:

- [Project](#)
- [Resources](#)
- [Timesheet](#)
- [Helpdesk](#)
- [BI Metrics and Role based Dashboard](#)

Results

DSS leadership team got visibility in the performance and profitability of their diverse projects across more than 10 countries.

The project managers were able to better monitor their project variances and do risk assessment.

The finance team at DSS head office was able to improve the invoicing process which resulted into better cash flow management.

