

Automating tasks to liberate, not reduce, your workforce



Do automations free people or replace them? Used to their full potential, automations make people more valuable than ever.

But how do you unleash this potential?

From back office and admin tasks to billing and project management, most manual processes and repetitive tasks can be automated. And, according to McKinsey, that's likely to happen to 60% of these tasks in the coming years.

Who will benefit most from automation?

Right now, professional service organizations (PSOs) look to be the big winners from automation. This is mainly because of their focus on people and projects. Project-based organizations can immediately realize the benefits of automation through improved project management and increased delivery capacity.

This means you can see gains on your investment faster than any other industry. All while integrating systems, sharing information, boosting analytics and AI learnings. Letting you pinpoint where your resources will do the most good and avoid waste.

While the end-to-end visibility offered by modern enterprise planning software (ERP) lets you:

- Quickly optimize and tweak automations across your entire organization
- Provide instant insights into how automations impact and improve your business

But this is pretty standard stuff, and modern automations can do much more than this. Key amongst these developments is how automations can set your people free to focus on strategy, solve problems and make better decisions. This drives innovation, develops your talentforce, and helps turn uncertainty into possibility.

Take control of productivity

Transform your productivity from the inside out, with solutions built for professional services.

[See how](#)



From workforce to talentforce

The reality is, the most easily automated tasks are also the most repetitive and stressful. Which is fantastic news for your people. As automation liberates them from the mundane and meaningless work that can be done more efficiently and with fewer errors by machines. Letting you and them focus on more meaningful work.

For your people, tools like this are critical to their success and development. No one wants to spend hours adding data to disconnected spreadsheets, creating repetitive reports, or performing other low value tasks. They want to do work that matters.

People make automation work

Focusing on job numbers to indicate success distracts from a more meaningful trend: improved productivity.

Improved productivity comes from an empowered work experience. By creating enhanced working environments, you help people achieve more every day.

In fact, automation shouldn't really impact headcount. According to McKinsey, despite automating over 60% of activities by 2055, less than 5% of jobs will be replaced. Making it clear that the benefits of automation go well beyond reducing numbers.

The real transformation comes from giving people the data, tools, technology, and, most importantly, time to create real value.

This value doesn't come from reducing your workforce, but from how you choose to redeploy the human creativity and talent that automation releases.

Measuring Excellence

How do you measure excellence? This is what Service Performance Insight (SPI), a global research, consulting and training organization do. They're dedicated to helping professional service organizations (PSOs) quantify improvements in productivity and profit.

In 2007, SPI developed their PS Maturity Model™ as a strategic planning and management framework. Sponsored by Unit4, it's now the industry-leading performance improvement tool for over 35,000 service and project-based organizations.

The 2020 PS Maturity™ Benchmark highlights that increasing levels of business process maturity results in significant performance improvements.

But what do we mean by maturity? According to SPI Research, maturity isn't linked to time. Instead, it comes from:

- High levels of leadership focus
- Organisational alignment
- Effective business processes

The benefits of these grow as you better align goals and measurements with your mission. Of course, it certainly helps if they're also well-positioned within a fast-growing market.

The core tenet of the PS Maturity Model™ is that service and project-oriented organizations achieve success through the optimization of five service performance pillars:

1. Leadership

Leadership processes include setting strategy, business planning, goal setting and management. But how do you create a culture that clearly communicates its values and goals, and aligns your people with them? Automation simplifies and streamlines operations, letting managers move from managing processes to managing people. They're able to spend more time coaching and mentoring, while data-based management practices drive results and nurture talent.

2. Client relationships

Client relationship processes include marketing, selling and the entire quote to cash business process.

Professional service organizations build trust by adding real value with their analytics, advanced reporting and clear visualizations. Automations give you more time to nurture and build relationships and support clients.

3. Human Capital Management

Human capital management processes include recruiting, hiring, training, compensation, performance and career management.

A data-driven environment creates a clear culture and path to uncapping human potential and driving excellence. Optimizing this entire process becomes a virtuous circle that enriches and builds your talentforce.

4. Service Execution

Service Execution processes include resource management, capacity planning, project planning and quality control, knowledge management and methodology and tool development.

Improvements in service delivery, and value-added products and features are the final result of automation and improved project management practices.

5. Finance and operations

Your finance and operations focus on revenue, margin and cost and the financial, contractual and IT operating processes and controls required to run a profitable and predictable business.

This is the final piece of the digital transformation puzzle, keeping all your planning and operations accountable to fiscal realities.

There will only ever be 24 hours in a day. But by working smarter and automating, you can transform how you work. Using advanced technologies, you can eliminate repetitive, low-value tasks, letting your people focus on more impactful and meaningful work. Rather than cutting back your workforce in the face of uncertainty or declining profits, you need to invest in technologies that support your workers in achieving excellence and better business outcomes.

Make IT transformation happen

Reimagine what your IT infrastructure can do with our Transformation Time E-Guide.

[Get the guide](#)

