

## SUCCESS STORY

# MGT Consulting Group Increases Margins by 50% with Mavenlink



### THE MGT CONSULTING STORY

#### Professional Services for the Public Sector and Nonprofits

MGT Consulting Group is a nationwide management consulting firm that delivers a diverse range of services to a variety of public sector agencies and educational institutions. The company has a national reputation and impressive track record of business from repeat clients, thanks to its customized solutions, objective research, and creative recommendations from a team of experts that respond to each client's unique needs and time requirements. Its mission is to provide clients and stakeholders high-quality, value-added solutions that exceed client expectations and deliver a powerful return on investment.

MGT Consulting Group goes beyond the ordinary through its commitment to improving quality-of-life for the people served by its public-sector clients. This commitment is an integral outgrowth of the firm's culture — many of MGT's employees came from the public sector and have a deep passion and drive for helping citizens. This motivation spills over into the work MGT does for its clients.

### INDUSTRY

Public Sector Management  
Consulting

### COMPANY

MGT Consulting Group

### SIZE

100+ employees

### WHAT MAVENLINK REPLACED

Custom-built intranet site,  
Excel, email

### BENEFITS

- Increased Sales, Revenue & Margins by 50%
- Increased Utilization by 6.5%
- Improved Forecasting Accuracy
- Saved Employees Countless Hours

“What excites us about Mavenlink is the ability to have a world-class project management platform that elevates the quality for our client work and company mission—to skillfully, efficiently and objectively create solutions that power the work of the public professional in order to advance the lives of the citizens they serve.”

— TREY TRAVIESA, CEO, MGT CONSULTING GROUP

## THE CHALLENGE

### An Aging Custom-Built Solution

MGT Consulting Group provides consulting solutions across a wide variety of sectors, making business agility and flexibility paramount. The company previously used a custom-built solution that featured a number of separate applications used alongside one another. It began to show its age as rapid growth drove new technology and business demands on MGT. Project management and collaboration were managed in Excel and email, which created inefficient and time-consuming processes.

“Efficiency and productivity were the biggest factors in our decision to use Mavenlink,” stated Jennifer Niccolai, Director of Human Resources, MGT Consulting Group. “For us, people are everything, so ensuring they have a platform to be efficient and productive was essential. In addition, one of our values is to provide a world-class work environment, and this system helps us provide that.”

The legacy solution posed a number of challenges:

- **Fractured cash cycle.** Previously, the accounting team was unable to connect the dots from a book-to-bill perspective, and the mindset was to bill clients at the end of each month. This approach didn’t make sense, since most of MGT’s work consists of fixed-fee projects that become billable once specific milestones were hit.
- **Slow-moving processes.** Time was one of the biggest reasons why MGT chose to move to Mavenlink. The previous solution — a custom-built intranet site — was both dated and slow. In addition, it could not be accessed from mobile devices, rendering employees unable to work and complete tasks on the go.

## FROM THE SOURCE

“Efficiency and productivity were the biggest factors in our decision to use Mavenlink. For us, people are everything, so ensuring they have a platform to be efficient and productive was essential. In addition, one of our values is to provide a world-class work environment, and this system helps us provide that.”

— Jennifer Niccolai, Director of Human Resources, MGT Consulting Group

“Mavenlink is all-encompassing; we manage our entire project lifecycle in Mavenlink. From the day we decide to bid on a project all the way through the final invoice, all activity is managed in one place. That was a huge benefit for us.”

— KEVIN JENKINS, DIRECTOR OF STRATEGY AND CORPORATE DEVELOPMENT, MGT CONSULTING GROUP

## THE SWITCH TO MAVENLINK

# An All-Encompassing Solution to Manage Projects from Start to Finish

MGT Consulting Group needed a modern solution within which they could track projects from the moment a proposal is initiated all the way until the final invoice is sent. Asana, Trello, QuickBase, OpenAir, Wrike, HourStack, Accelo and Producteev were among some of the options considered before Mavenlink was chosen.

There were a number of specific needs MGT wanted its new system to address, including:

- **Out-of-the-box Flexibility.** MGT wanted a system that could easily handle the unique needs of each of its clients. “Our decision ultimately came down to what we envisioned and the flexibility that Mavenlink allowed. There are other tools that are fairly flexible, but Mavenlink has both the flexibility and all the capabilities we were looking for.”
- **Cross-Platform Access.** The availability of the Mavenlink platform from anywhere and on any device was a key driver in MGT’s decision.
- **Ease of Use.** While MGT wanted a robust suite of features, the company also wanted something easy for its employees to use.

“With this system, not only will our people be more fully utilized, but we’ll also be able to easily resolve downtime and get the most out of our internal talent. This should improve collaboration across the organization and provide our clients with even more cost-effective public sector solutions.”

## FROM THE SOURCE

“With this system, not only will our people be more fully engaged, but we’ll also be able to easily resolve downtime and get the most out of our internal talent. This improves collaboration across the organization and provides our clients with even more cost-effective public sector solutions.”

— Brandon Ledford, Vice President, Human Capital, MGT Consulting Group

“ One thing that comes to mind that we couldn’t quantify before Mavenlink was client acquisition cost. Now we use Mavenlink starting at the bid point of a project and have employees track their time to that workspace. With this process, we can quantify the time, effort and expenses invested prior to us winning an opportunity. ”

— ROBERT HOLLOWAY, VICE PRESIDENT OF SALES OPERATIONS, MGT CONSULTING GROUP

## THE RESULTS

# Laying the Foundation for Future Success

### Company-wide Adoption of Mavenlink

In the first year alone, MGT migrated thousands of projects to Mavenlink and launched an enterprise-wide training program. It has since become second nature for employees. “People don’t even ask twice about basic Mavenlink operations. We’re at 100 percent adoption — the foundation has been laid, so it’s now time to get higher-level value.”

### Integrated Accounting and Billing

The majority of MGT’s projects are fixed-fee, creating the need for the company to bill clients when milestones are met, as opposed to monthly, as was previously done. Mavenlink has helped MGT handle invoicing in a way that directly correlates to work plans, increasing both cash flow and profitability. “We have billed half of our months’ billing goals in the first 10 days, and historically that number would have been zero.”

### Improved Tracking of Customer Satisfaction Indicators

Mavenlink also delivered new insights into the team’s customer relationships. “One interesting metric we previously had insufficient insight into

was percentage of milestones completed on time as an enterprise, because we’d never had a tool that managed and monitored our work plans. On-time milestone completion is a key indicator of customer satisfaction, so that information is critical for us.”

### Improved Financial Forecasting

Since implementing Mavenlink, MGT saw sales, revenue, and margins increase by 50 percent. “Our financial forecasting has gotten much better. We now have a clearly defined workflow. We’re able to forecast the next 12 months out, sometimes even further, and with accuracy.”

### Time Saved Across the Organization

MGT views people as its biggest asset, meaning each employee’s time is extremely valuable. Mavenlink’s ability to help its teams save time was one of the biggest factors that influenced MGT to invest in the product. “We have ended up saving so much in time, it ends up paying for itself.” We are very pleased with the return on investment with Mavenlink. At MGT, our people are paramount, which means the more engaged and productive they can be, the more they enjoy their work, creating more value for our clients.

