Agilyx
Change Ready

TSA

Customer success story:

TSA Management increases productivity, people engagement and scales business growth

The Customer

TSA Management is a dynamic company that fosters a culture of forward thinking, agility, dedication and collaboration. TSA believes successful project management is about one thing: people! As a multi-disciplinary consulting business, TSA manage, consult and partner with industry professionals to radically improve public and private utilities and infrastructure through projects both big and small.

TSA's team are experienced at advising and coaching, and they're equally comfortable rolling up their sleeves and building solutions for their clients. Whichever format their consulting takes, it's always a collaborative approach that focuses on co-designing and building outcomes that have positive impacts for their clients' staff and businesses. TSA is committed to building a positive legacy for the communities they work with. They love that their work allows them to play a beneficial role in the lives of people and helps to create positive environments for people to live, learn, work and play in.

TSA is also committed to balancing environmental sustainability with ethical business practices. In their own words: "We don't just build for today; we understand the need to create a sustainable and liveable future for tomorrow. We're always conscious of the impact our activities have professionally, socially and environmentally and ensure our actions enhance the environment for everyone."

The Challenge

As a rapidly growing business, TSA quickly realised it was hamstrung by manual processes and disjointed systems that didn't communicate with each other or allow clean, efficient flows and automation. The process to create and approve project proposals was time consuming and staff struggled to understand where proposals were at and what their status was as they progressed. It was also time consuming and repetitive for staff to run each month's close-out financials, with data needing to be manually aggregated across multiple subsidiaries and systems, some of which had to be run multiple times for different currencies and geographies.

TSA determined that their growing business required a unified solution that would enable them to run clear, clean, efficient processes that freed up their team to produce better insights to performance, track and close proposals faster, resource projects more effectively, all while maximising resource utilisation and enhance productivity.
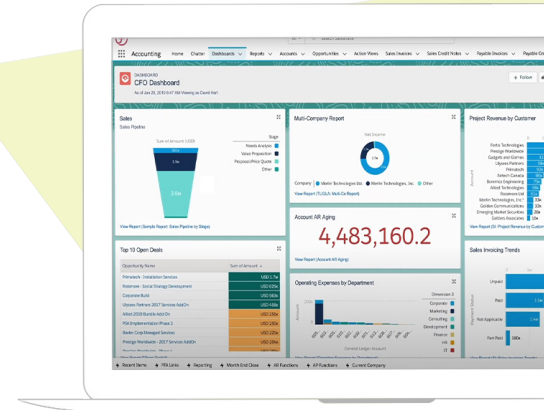
Customer name
TSA Management

Industry
Business Consulting & Services

Company Size
600+

Headquarters
Sydney Australia

Certinia PSA

Certinia Accounting

Revenue Management

The Results

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Key takeaways from the project

Real-time visibility

Improved data integrity

Empowered to smoothly scale to an 80% increase in projects and beyond

The Solution

Leveraging the power of Certinia PS Cloud - Certinia's professional services automation solution - TSA is able to gain unprecedented visibility across their sales, services and finance data and systems, all built on the Salesforce platform.

Agilyx designed and delivered a fully integrated Certinia system for TSA Management, with a single platform used across the entire organisation - replacing multiple legacy systems and aged business processes. The new system was chosen not only for its broad usability across multiple teams and processes, but also for its ability to scale with the business and advance with future technological developments. All of this has been achieved with an eye to continuous quality, best practice development principles, and standardised business and accounting practices.

All core financial management functions are now handled within TSA's new Salesforce-based platform. They've also been able to leverage Certinia's enhanced finance functions to improve their view of revenue, income and expenses across the organisation. With this extra information, TSA Management have the data they need to make better business decisions, grow their organisation, and deliver even more strongly on their core purpose and aspirations.

Driving continuous innovation and growth

Within months of going live with their new Certinia PS Cloud solution, TSA Management have realised tremendous efficiencies and scaled the platform to ensure users can gain real-time insights to daily and weekly performance measures. Building on this success, they're excited to explore additional ways they can use Certinia to improve their business processes. Moreover, they expect to increase their project margins now they're able to more closely track project data and visualise actionalable insights quickly.