An IT Service Manager's Guide to Capitalizing on Resource Utilization

14 ACTION STEPS EVERY IT SERVICE MANAGER NEEDS TO IMPROVE RESOURCE UTILIZATION

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Goal: Setting you up for Success!

"From IT Support chaos to Zen: Use existing Resource data effectively to improve the quality of work-life, Customer satisfaction, and Company profits."

Are you ready to:

- Have positive collaborative discussions with your team around Resource Utilization?
- Reduce the number of disappointed Customers?
- Make sense of your data?
- (Most importantly) Put a smile on the Owner's face (or at least get him off your back when it comes to Resource Utilization)?

Then this is the guide for you! Enjoy the read, internalize how things could be different, and reach out to me with different viewpoints, comments and of course...*I live for attaboys*.

That brings me to the goal of this E-Book: setting you, as an IT Service Manager, up for success. This equates to receiving your own attaboys from your Team, Customers, and Owner.

This guide is not about how to read the Resource Utilization report, but a system on how to use the report effectively. Moreover, by using and making sense of the data, it becomes information that can

Goal: Setting you up for Success!

then be used to make smarter IT Service Management decisions.
Those decisions are needed when:

- Resource Utilization is out of range (There are both too high and too low issues that need to be addressed.)
- There is an individual or a Company culture problem (both can happen, but addressing each of these issues is very different.)
- Too much internal work is assigned, resulting in limiting Customer facing Resource Utilization.

Before we start, there is one thing I strongly recommend to put you on the path for success: Make a commitment to run the Resource Utilization report each week within an hour after Timesheets are due, then tell your team of your commitment.

By communicating to the Technicians, "Going forward, Resource Utilization will be looked at every week at X time," they are motivated to make sure all of their time is in on time.

If you're with me, then let's jump into the adventure of turning the Resource Utilization report data into useful information, so you are empowered to improve the Quality of Work-Life for Employees, improve Customer satisfaction, and make more money for the company.

Ready? Let's go!

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The expectation is they will be 100% accountable.

Motivating Technicians to Get Their Time In *On Time*

When using a Resource Utilization report, the first column to note and drill down on is Total Hours Worked or better yet, Total Percent Utilized. The reason we start here is to ensure all the time is in for the week before processing additional columns in the report. Remember: No data = no useful information. The expectation is that they will be able to account for 100% of their work week - one way or another.

The Key is to run a Resource Utilization report at the same time each week.

** The best time is an hour after you expect all time entries to be entered into the Technicians Timesheet.*

Once the manager follows up with the team letting them know who is missing their time, they will realize timesheet submission is being monitored/measured.

"What gets measured, gets managed."
- Peter Drucker

Having all their time in has more to do with documentation than utilization. Yes, we are focused on discussing how to improve Resource Utilization, which equates to running a more efficient operation and ultimately, more money for the company.
A sidecar to this is the value of having good notes in the tickets, client documentation being updated and

accurate, Knowledge Base articles created and validated, etc.

From my experience and tons of research conducted by others, the longer a Technician waits to close out the documentation - including time entries -the less he remembers and the more inaccurate the documentation is.

If we can pause from Resource Utilization for a moment, documentation has a parallel effect and similar results as initiatives that drive operational efficiencies.

For example, if there are good notes in the ticket, then when the Customer calls in requesting an update (something that should never happen in IT Support, but we leave that topic for another day), whoever answers the phone can quickly give the Customer an update.

This saves the Managed Service Provider time on the call, interrupting the Technician's workday (since they did not leave good notes), and refocusing the Customer back to productive work for their company...rather than waiting on the phone.

However, since the previous example never happens in IT Support, let me give you another one. A technician has time on their hands (ok, something else that never happens in IT Support), a ticket is past due, and another Technician is pressed into service (go ahead...tell me that never happens in IT Support)

to remediate and close the ticket before missing the SLA.

They pick up the ticket, but there are no notes. Now they are upset because their feet up time was interrupted (yeah, I know I went back to techs having nothing to do), they call the Technician that did not have enough billable time available to provide good notes (we will get to billable hours goal percentage at the end of the series)…well, you get the point – a whole lot of wasted time and inefficiencies.

The same is true for Customer documentation and Knowledge-Based Articles. The only thing that is not a waste of time is reading on…

Another way to effectively motivate Technicians to get their time in on time is an Autotask Widget that Kim Drumm demonstrated at Autotask Community Live back in 2014 (see below). The advantage of this Widget is that it drives real-time time entry – and healthy competition between the Technicians.
This competition can be heightened by displaying the real-time time entry Widget on a big display board in

the cube area. One manager has fessed up, he periodically walks by and stares at the board, just so the techs working in the cube area are reminded that real-time time entry is important, including the documentation that goes along with the time entry.

Here's how to build Kim Drumm's Team Hours Worked This Week (real-time time entry competition) widget:

1. Add Widget
2. Choose a widget from the widget library – next
3. Work Entries – last one in the list
4. Overall Hours Worked this Week – next
5. Change title to something more meaningful – ex: "Team Hours Worked this Week."
6. Clear out "Also report on…" field
7. Group Data By Resource
8. Secondary Grouping: Work Date Day of Week
9. Add the second filter: Resource, In List, {list the resources on the team}
10. Save and enjoy!

Emailing the Technicians even before the report is created or scheduled to run, letting them know timesheets will be reviewed every Monday/Tuesday at ___, will help motivate them to get their time in on time.

"Stephen's analytical approach to Autotask's data has improved the core engineering break/fix experience and successful responses."

- ADRIAN WELLS

Senior Engineer, Systems Engineering, Inc.

ACTION STEPS TO MOTIVATING TECHNICIANS TO GET THEIR TIME IN ON TIME:

Here's what you can do to get started TODAY:

1. Be sure you have clear expectations of when time sheets should be submitted.

2. Communicate those expectations clearly to all Technicians.

3. Remind the Technicians when timesheets are due and inform them timesheets will be reviewed within an hour of the time due.

4. Commit to running the Resource Utilization report within an hour of when timesheets are due.

BONUS Action Step: Several IT Service Managers are forwarding the Resource Utilization report to the Technicians, thereby creating a self-managed environment.

If Resource Utilization Was Built As An Autotask Live Report:

THEN IT COULD BE AUTOMATED TO...

- Schedule to run automatically every week an hour after timesheets are due.
- Send directly to Technicians for immediate recognition and correction based on expectations.
- Create a team of Technicians that are empowered and able to self-manage their own Resource Utilization.

"There's a lot of automation that can happen that isn't a replacement of humans but of mind-numbing behavior."

- STEWART BUTTERFIELD

Internal/ Regular Time is part of overhead whereas Company Time is working on the Company's network, the same as for any other Customer.

Managing Good and Bad Internal/Regular Time

Now that we have started down the road to changing Technicians' habits so that their timesheets are submitted on time, we turn our focus to the next Resource Utilization area of review – Internal/Regular Time.

Did you know? The industry average of Customer Facing Resource Utilization is 70%. Many MSP's are running at 50%. The best in class run in the 80% range. 90% is achievable, but not sustainable.

Almost across the board working day in and day out with Technician effort focused on Customer-facing work more than 90% of the time will get old and burn a Technician out.

Industry averages and benchmarking is mentioned here for two reasons:

1. What prevents Technicians from meeting expectations is Internal/Regular Time limiting their ability to focus on the Customer.

2. Most of the rest of the report is Customer facing time. That's the type of work we want the Technicians to focus on 80%+ of the time. The majority of the non-Customer facing time is spent in Internal/Regular time.

So, exactly what defines **Internal/Regular Time**? It is all non-Customer facing time that is not working on the Company's own network, or for its own End-Users.

Examples include:

- Meetings
- Training
- Mentoring
- Non-Customer specific documentation
- Standard builds
- Travel to conferences, etc.

Internal/Regular time is a reality - and most of it is good, needed, and expected. Training, meetings, documentation clean-up time, etc. are all good things to be working on.

However, *how much time* is devoted to this area of the timesheets is a concern. The more time spent on internal time, the less time is available for Customer facing work - and therefore less opportunity for the Company to make a budget and stay in business.

While most internal time is good and expected, **hiding non-productive wasted time in an internal time code is not beneficial.** We definitely do not expect Technicians to account for every single minute of their workday.

Capturing unknown time is a tool to identify lost profit.

So, what is a reasonable expectation? In our experience, **knowing 90% of their work-time is ideal.** Configuring an Internal/Regular Time code (ex: Misc Admin) goes a long way to capturing "Unknown" time. Having an "Unknown" time bucket is a benefit to the Technician as it takes pressure off them remember where each and every minute of work-time was used, and enables the IT Service Manager to identify coaching moments,.

** The conversation between the IT Service Manager and Technician goes something like this: "We are not expecting you to know or remember what you were working on every moment of the day. So, at the end of the week, when you are filling in your timesheet, please true up the timesheet by putting any Unknown time in the internal time code of Misc. Admin. This way your timesheet shows a complete work week, but you are off the hook trying to remember every minute of every day."*

The process of creating and capturing unknown time gives the IT Service Manager a tool to identify lost profit. From experience, most of the unknown time is Customer facing billable time that was forgotten during the fast pace of the work week.

As mentioned before, internal time is good, and unknown time is to be expected. But when the unknown time exceeds 10% (4 hours) per week, it is time to coach the Technician to work on real-time time entry, so lost profit and good documentation can be captured effectively.

ACTION STEPS TO MANAGING GOOD AND BAD INTERNAL/REGULAR TIME:

Here's what you can do to get started TODAY:

1. Have your System Administrator create a Billing Internal Allocation Code called "Misc. Admin".

2. Coach your team to true up their timesheets by putting "Unknown" time in Misc. Admin.

3. Monitor Misc. Admin for more than 10% unknown time and then coach the Technicians to keep better time records – or even real-time time entry (what a concept).

"Steve has been excellent in taking the time to custom-tailor this report from the perspective of extracting the most value out of it as possible."

- ALEX SAMUEL

Director of Service, Innovative Inc

"Automation is cutting costs by tightening the corners and not cutting them."

- HARESH SIPPY

If Resource Utilization Was Built As An Autotask Live Report:

THEN IT COULD BE AUTOMATED TO...

- Break out "Misc. Admin" from Regular Time - also known as "Unknown" Time.
- Highlight any Misc. Admin time over 10% of the Technicians availability.
- Reduce the time it takes an IT Service Manager to review Technicians' timesheets from 4-6 hours (manually) to 30-45 minutes per week.
- Improve the consistency and quality of timesheet review.

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Managing Company Time

By now, we have the Technicians starting to get their timesheets and documentation completed on time and as expected. And, we've reviewed Internal Time for lost profit.

What's next? Let's turn our attention to the Company Time hidden in the non-billable time column.

FYI: We are not talking about Company paperwork, etc. - but actual Managed Service Provider work on the Company's own network and IT support for their Employees.

Here, we are less concerned with Technician behavior or lost profit per se. Instead, we're concentrating on our ability to manage the internal projects and service requests that prevent the IT Service Delivery and Support teams from focusing on Customer facing requests and meeting Company expectations in the form of Billable Hours Goal.

Internal projects, maintaining the Company's network, and supporting the Company's Employees, at times, is the highest priority in the Company. One IT Service Manager explained it this way:

"If a Customer has their network go down, we are there for them; if our network goes down, it is an embarrassment and a liability we cannot afford. If our network goes down, it brings into question our ability to build, maintain and support computer

"If our network goes down, it is an embarrassment and a liability we cannot afford."

- BOB L.

networks. It alsao raises doubt in our Customers minds whether we are the right service provider for them." -Bob L.

To that, I would add: if your Employees are complaining in front of Customers about the Company's ability to support the internal Employee, it sends the same message as if the network goes down.

Now that we have a clear understanding of the value of providing Managed Services to our own Company, the flip side is that too much time spent working on our own network prevents us from engaging in Customer facing service requests and therefore, making money. Managing Company time is a balancing act and needs to be micro-managed in four different areas.

1) Projects: Unlike for our Customers, Internal Projects need to be throttled into the schedules. It is a smart idea to limit the amount of time scheduled for internal projects to be less than 10% of the available time either on a per Technician, Team, or Company basis (depending on the size and immediacy of the project). In other words, if it is a big project with an EOL date that needs to be met, it might be better to let one Engineer focus full-time (80% Utilization) on the internal project, but limit the other resources to very little. Why? So that overall, both the Customer's needs and

Managing Company time is a balancing act and needs to be micro-managed in four different areas.

the Company budget are met.

2) Incident Response: Knowing the level of remediation effort needed to support the internal network and employees is a critical data point. Neither favors for Employees running amok, limiting support to where the network receives little attention or Employee complaints are good. Determining and staffing for a little more than a reasonable level of support is in order.

3) Preventive Maintenance: This is an area where looking at yourself as a Customer works well. Evaluate your network and Employee's needs as you would a new Customer and determine what your recommendation would be. Then, increase that recommendation by 10% and implement ASAP. Remember - we need to maintain our own network *better than* we do our Customers. They have budget constraints; we have a liability mitigation need. Annually revisit the staffing levels by doing a full network assessment of the Company's network and Employee's needs.

4) New Technologies: I remember the day we were told we were moving to Office 365 because we sold it and it was time for us to drink our own Kool-Aid. There comes a time when the Company needs to invest in its own experience and expertise. This way, the Customer's pain can be

felt by the Company, motivating them to embrace Lessons Learned and improve the implementation process for the next Customer. By using the new technology every day, the Company gains firsthand knowledge knowing when the SaaS provider changed something, and being the first to experience what is good or bad. All of this gives the Managed Service Provider a competitive edge.

"You did an amazing job of breaking down a highly complex task and making it replicable."

-KIM S.

Autotask Forum

Monitoring Company time is about management, both in managing the workforce to make sure they have an opportunity to succeed and meet Billable Hours Goals, and in maintaining and supporting the network and employees. This lowers the risk that the Managed Service Provider will have an embarrassing moment.

ACTION STEPS TO MANAGING COMPANY TIME:

Here's what you can do to get started TODAY:

1. Determine how many hours of Company Time is needed to remediate tickets or execute projects.

2. Limit how much time is scheduled for these activities so it does not negatively impact the Customer's needs or the Company's cash flow.

If Resource Utilization Was Built As An Autotask Live Report:

THEN IT COULD BE AUTOMATED TO…

- Separate Company time from Customer Facing non-billable time.
- Highlight any Company time over 10% of the Technicians or Team availability.
- Reduce the time it takes an IT Service Manager to review Technician's timesheets from 4-6 hours to 30-45 minutes per week.
- Improve the overall accuracy and effectiveness of timesheet reviews.

"The most dangerous kind of waste is the waste we do not recognize."

- SHIGEO SHINGO

"The secret to getting started is breaking down your complex tasks into small manageable tasks, and then starting on the first one."

- MARK TWAIN

Drilling Down On All Non-Billable Time

It's time to finally focus on the **value** of a Resource Utilization report. Hopefully by now, each of the following is happening at your organization:

1. All Techs are turning their time in on time.
2. You have coached them as to what is acceptable Internal/Regular time.
3. You're proactively managing both Internal/Regular time and Company time.

Non-Billable time is where we find most of the lost profit. Each week when reviewing the Resource Utilization report and the associated timesheets, every non-billable time entry is inspected.

FYI: Company time is reported as non-billable, so if the task or ticket is for the Company, then there is no need to check the non-billable time entries; we have already reviewed it with the review of Company time.

Almost every week when reviewing the Resource Utilization report, there is $300 to $400 or more in miscoded time entries. Here are just a few examples common to all of us:

1) If you charge portal to portal (which means travel is billable), monitor your New Hires closely. More than one New Hire coming from another shop has turned in travel time as non-billable. It is a well-ingrained habit and takes close monitoring to retrain them.

2) Most Network Assessments are non-billable since they are considered part of business development. However, it is common practice that if the assessment needed exceeds the reasonable amount of time set aside to do the assessment, then either the overrun or all of the Network Assessment is billable. Thank goodness we are looking at every non-billable time entry, but we still need to be cognizant of what is a reasonable timeframe for a business development network assessment. If this ticket or project has a significant cost overrun, it may be a good idea to verify that it is a freebie.

3) Sometimes the assumption is that if a contract covers it, it is non-billable. This is not quite correct. It will be billed under the Managed Service Agreement, so the Customer will not see the specific line item. But in general, it is still a billable time entry. One manager described it this way,

"If we are entitled to be paid, it is billable."

– ADAM V.

The Resource Utilization report will drive out non-billable issues and miscoded work time.

> *"If we are entitled to be paid, it is billable; if we are not entitled to be paid, for example, Warranty Work, Business Development Assessment, etc., then it is a non-billable Work Type and Non-billable Time Entry."*
>
> *- Adam V.*

Why is this important when it makes no difference to what the Customer sees or pays? Turning in contract work as non-billable time skews the profitability picture of the Managed Service Agreements. All agreements are reviewed from time to time for profitability.

Profitability is defined as Revenue minus Cost (Billable Hours) divided by Revenue. If the time entry is turned in as non-billable, it is not added to the Cost in the Profitability formula and therefore, Profitability is overstated.

Conclusion:

Again, good coaching is key here. Once the Resource Utilization report is being used on a regular basis, non-billable misunderstandings or miscoded work such as travel and Network Assessments will be driven out of the workforce.

This, along with other coaching moments, lightens the load on an IT Service Manager. Just some benefits include:

- ✓ Fewer people to hound getting their time in
- ✓ Fewer people hiding time in Internal codes
- ✓ Fewer people working on Company projects
- ✓ Less non-billable time being miscoded

Little by little, leveraging the Resource Utilization report cuts the time each week it takes to review timesheets.

ACTION STEPS TO DRILLING DOWN ON ALL NON-BILLABLE TIME:

Here's what you can do to get started TODAY:

1. Verify whether travel time billable or non-billable.

2. Clearly communicate and remind the team of these billable and non-billable expectations – travel is the most common miscoded time.

3. Clearly call-out billable vs. non-billable Network Assessments in ticket titles – this is the 2nd most common miscoded time entry.

"The Resource Utilization Automation Report enables us to automate the collection and cogent presentation of data that previously required our controller to spend anywhere from 1 to 3 hours of labor per week. Stephen's assistance has been invaluable."

- TIM BASS

42, Inc

"The first rule of any technology used in a business is that automation applied to an efficient operation will magnify the efficiency.

- BILL GATES

If Resource Utilization Was Built As An Autotask Live Report:

THEN IT COULD BE AUTOMATED TO…

- Clearly highlight and bring attention to high levels of non-billable time.
- Reduce timesheet reviews to only checking the unusually high non-billable time.
- Allow IT Service Mangers to focus on coaching the biggest offenders; eventually, there will be time to investigate all non-billable time.
- Help IT Service Managers by providing very clear, indiscriminate areas of focus for coaching conversations.

The Pot-of-Gold

At last, we now come to the pot of gold at the end of the rainbow. It's been quite a journey! At this point, we have:

- ✓ Worked to improve the Technicians' habits by having their timesheets submitted on time.
- ✓ Guided Technicians to minimize the amount of Internal time and Company time that is in their schedule, clearing the way for them to focus on Customer facing requests.
- ✓ Securitized non-billable time and coached the team as to when charging the Customer is fair and necessary for the Company to grow and be sustainable.

We now turn our attention to the top line focus of Resource Utilization and the purpose of all the important prep work we have been doing.

First note, if the majority of the Technicians are **not** meeting the Percentage of Billable Hours Goal Utilized expectation, then the IT Service Manager needs to address the issue as a *culture problem*, not with individuals on the team.

Before you go beating yourself up or focusing on the long road ahead, take note that there are many IT Support teams coasting along at 50% Resource Utilization; the **average in the industry is 70%.**

90% Resource Utilization is achievable.

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However, the best in class - and those in a very competitive position - are above 80%.
How does this impact the bottom line? Just a 1% increase in Resource Utilization is worth $3,120.00 ***per*** **Tech** ***per*** **Year** - without hiring or increasing expenses. This is pure profit.

So, **a 10% increase moving from average to best in class is worth $31,200 per Tech per Year**; clearly, this is something worth the effort for yourself, your team, and your company. Not to mention, it improves the IT Service Manager's relationship with the Owner.

If the IT Service Manager is faced with a culture issue, my recommendation is to:

- Lower the Weekly Billable Hours Goal across the board to a level where 75% of the Technicians are above that goal.
- Communicate with the team where they are at, and that 80+% is expected.
- Focus on effectively managing the four areas already discussed here.
- Coach/Mentor the bottom 25% to improve above the majority.
- Repeat steps 1-4 after raising the Weekly Billable Hours Goal.

In time, here are just some of the benefits you can expect to see:

- The IT Support team will be best in class.
- The Company will be more profitable and sustainable.
- The relationship and quality of work-life within the team and with the IT Service Manager will vastly improve.
- Most importantly, Customer satisfaction will improve.

All this, just by having the majority of the workforce focused on meeting the Customer's needs more than 80% of the time.

If the IT Service Manager is facing a few individuals that are trending below the rest, steps 2-4 are all that is needed. Let me also add, when working with Technicians on meeting their Billable Hours Goal, the *trend* is what is important, not any one week.

FYI: Many IT Service Managers send a copy of the weekly Resource Utilization report to every team member. The experience has been that the team steps up, becomes self-policing and self-managing. This frees up the IT Service Manager to have more time to coach/mentor or to focus on other areas, while the team meets Owner's expectations.

Everyone (especially in the Dog Days of Summer) has weeks where the energy level and focus is below

A self-managed team = long-term excellence

"The Resource Utilization Automation report is a powerful way to get metrics on team performance. It's easy enough to build a report that tells you how many hours someone worked, but it's a far more challenging task to provide the level of data that this report does. Kudos!"

- KIRSTEN EKSTRAND

Service Delivery Manager, Advanced Intelligence Engineering

expectations; this is to be expected. Company projects, service requests, and Internal time (documenting standard builds, training, conferences, etc.) will come up from time to time, preventing the Technician from meeting the goal for a week or two. These factors highlight why trends are important, instead of a single data point (week).

FINAL ACTION STEPS TO IMPROVE RESOURCE UTILIZATION:

Here's what you can do to get started TODAY:

1. Based on the number of Technicians not meeting their goals, determine if you have a Company/Culture problem or some individual coaching opportunities.

2. Automate the process as much as possible to save you both time and energy, while maintaining consistency and quality. (For more on that, we can help! Read on...)

If Resource Utilization Was Built As An Autotask Live Report:

THEN IT COULD BE AUTOMATED TO PROVIDE…

- Quickly identify Culture or Individual challenges.
- Clear, common sense expectations for Technicians to follow.
- An improved bottom line for company owners.

Throughout this series, we have laid out a methodology of reviewing timesheets and managing the workforce to *increase profit without spending a dime*.

Experience has shown that most IT Service Managers devote 4-6 hours EACH week just focusing on and managing Technicians by manually reviewing timesheets. As you might be well aware, this process can feel unproductive…and is often very confrontational.

Fortunately, there IS a much easier way…can you guess what it is?

"A year from Now, you may wish you had started today."

- KAREN LAMB

Caution: Automation Solution Ahead!

TIME OUT

We have been writing articles since March 2018 providing information to IT Service Managers on a whole host of challenges they are facing. Topics have included:

- Hiring tips and strategies
- Aligning with Company goals
- IT Project Management
- How to use the Resource Utilization report

Our goal is to continue providing information through these articles, and if information is all you wish to receive, **please stop reading now**.

Why? Because when it comes to Resource Utilization, the rest of this eBook introduces a product that will automate and guide the majority of the work we have been writing about – so for the next 300 words, we will be offering (selling) you an automation solution.

Thank You for staying with us and reading on…

To address this labor-intensive, confrontational, gut-wrenching management process, and with the help of many IT Service Managers, we have developed and Resource Utilization Automation system, the foundation of which is an Autotask Resource Utilization Live Report that can be Automated.

The benefit of the Automated Live Report is:

1. **Automatically scheduled to run on a weekly basis:**
    a. Just communicating to the Technicians when the report is scheduled to run will motivate them to get their time in *on time.*
    b. Sending the report directly to the Technicians when it runs creates a spirit of partnership as the team works together to meet Billable Hours Goal utilization

2. **Automatically highlights the 5 most common profit lost areas:**
    a. No need to look at every timesheet -
    b. Just the timesheets flagged by the highlights in the report
    c. Reduces timesheet review to less than 45 minutes per week

3. **Customizable to significantly reduce time spent reviewing timesheets:**
    a. "Unknown Time" can be separated from Internal/Regular Time
    b. Company Time can be separated from non-Billable time

Automatic...
Customized...

Are we speaking your Language?

4. **Identifies Company issues vs. Technician issues so they can be addressed effectively:**
    a. Company Time and Internal assignments prevent Technicians from reaching their goals
    b. Company Time and Internal Time are necessary, but need to be managed so that the Technician can meet expectations
    c. When the majority of Technicians aren't meeting the Billable Hours Goal, you've got a company problem requiring a broad rather than an individual approach

5. **Provides coaching/mentoring opportunities which allow:**
    a. The IT Service Manager to partner with the Technicians
    b. Removes the confrontation out of Resource Utilization management.

6. **Handles holiday weeks properly**

Next Steps:

Now that you have come to fully appreciate the value of resource utilization reports, it's time to uncover the ability to automate them!

Not sure where to start? Wondering how you'll ever find the time to actually implement all these suggestions?

No worries! We can help – the tools you need to build the report in your Autotask database are available by clicking right here.

With our Resource Utilization Automation System, we walk you through the process with:

1. A complete mock-up of the Advanced Resource Utilization Report
2. A detailed video to guide you every step of the way
3. Free 30-minute report writing coaching calls – if needed
4. 110% money back guarantee that the report will run on your Autotask database

It's everything you need! Make the investment today in your company's future (and your peace of mind) – all you need to do is click here.

Increase Resource Utilization by 4%, 8%... or even 10% per year per Tech.

Increased Productivity - Un-needed Stress = a win-win for you!

On the fence? Still wondering exactly how you'll benefit? To start, you'll be able to:

5. Increase Resource Utilization by 4%, 8%...or even 10% per year per Tech.
6. When Resource Utilization is increased, profits can soar by $12K, 25K...or even 30+% per year per Tech.
7. Reduce the time it takes to manage Resource Utilization, so you can focus on more important tasks.
8. Increase the time dedicated to coaching and mentoring, allowing your organization to grow.
9. Increase Customer satisfaction; have more time to dedicate to Customer facing issues.

And the BONUS? Reduced Time to Completion (and that sounds to me like a potential topic for a future SDB-Consulting eBook!!!)
Get access to all the tools you need to build the report in your Autotask database today!

The investment just makes sense:
Increased Productivity (-) Un-needed Stress = a win-win for you!

Still not sure? Have questions about making the investment? We're here for you! Please feel free to reach out with *any* questions, *anytime*. Here's how you can reach us:
www.agmspcoaching.com/contact-us

About the Author

Stephen D. Buyze is an expert trainer who motivates and teaches IT Service Managers to implement process improvements with outstanding results.

With **over 30 years of resource planning, process re-engineering, and Workforce Management experience**, Stephen's focus has been on successfully reducing operational costs and improving quality of work life. His expertise has established him as an industry leader, coach, and mentor.

Stephen is a student of Demming's TQM, Covey's principles of leadership, and Hall's innovation engineering. He is **certified by PMI as a PMP, HDI as a KCS & CSL, and Autotask Certified Consultant Partner.**

Learn more at www.agmspcoaching.com/about-us

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