Five reasons professional services organizations use communities

It's never been more important to virtually connect and share information with employees, customers, and partners. Hybrid work models and global market volatility continue to define "the new normal". It remains clear that services organizations must adapt to virtual service delivery models to keep their organizations running smoothly and consistently.

Effective partner, customer, and team collaboration remains essential.

Does your services organization have the solutions it needs to continue elevate project delivery while keeping customers and partners in the loop?

Here's why partner and customer communities matter so much.

With the right community in place, you can break down communication barriers between your team, customers, partners, and subcontractors and gain deeper, real-time visibility into projects for a more unified service experience. **More specifically, you can expect to achieve:**

1

See everything, act swiftly

In a community, all stakeholders can have all project-related information at their fingertips, including project activities, resources, plans, risks, budgets, and costs. Everyone gets real-time access to the information needed to make the right decisions at the right time, and project managers can more easily evaluate the contributions and commitments of customers, partners, and contractors.

2

Elevate quality of delivery

A community helps services teams stay in control of project management, quality of delivery, and, ultimately, customer satisfaction. The right community will make it easy to launch project-related queries, investigate issues, and speed up resolution. It allows for timely entry and access of project, billing, and expense information. It will also minimize the risk of problems such as billing errors and revenue leakage, and help ensure project margins are not compromised.

3

Keep teams engaged and collaborative

A community solution provides a platform to deliver and facilitate a healthy "one team" ethos, creating a culture of collaboration, sharing, open engagement, and fun. For consultants, these are often the ingredients for higher levels of job satisfaction, personal motivation, and productivity, all core to maintain existing employee levels and increasingly desirable for new remote employees.
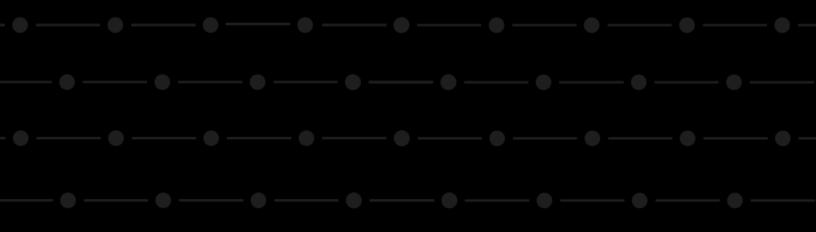
4

Make everyone smarter, in real-time

A community solution provides everyone involved with real-time access to the latest information, including project status reports and invoices. This improves communication across the whole team and enables faster decisions since all stakeholders are "on the same page".

5

Achieve faster, better billing

A community solution also makes it easier for partners to enter and generate their invoices as quickly as work is completed. They will get paid faster, costs will be reflected in budgets faster, and project managers will have all the information they need for reporting and customer billing.

What are you waiting for?

Today and for years to come, the services business that can best collaborate, share, and communicate with partners and customers will have the advantage. **Take the first step with Certinia.**

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