

ATKINS

Industry:

Engineering and design
Consultancy

Annual Revenue:

£1.5 billion (2009)

Employees:

16,000 as at November, 2009

Atkins' Intelligent Transport Systems is the UK's leading ITS provider. We plan and implement all aspects of our clients' ITS schemes, developing strategies and business plans to meet today's complex transportation needs.

'Innate is widely used by our project managers and team leaders across multiple sites, because it is easy to use and supports our operational resource management processes well.

It improves reporting accuracy to enable key resourcing decision making'.

Fraser Sommerville – Director,
ITS



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Better utilization of skilled resources in a multidisciplinary Consulting organization.

Atkins is one of the world's leading engineering and design consultancies. It is the UK's largest engineering consultancy and the largest multidisciplinary consultancy in Europe.

Within the Highways and Transportation division, the **Intelligent Transport Systems** business applies technical expertise to enable implementation of a range of solutions, tackling issues such as road safety and traffic network management. ITS is organized into 5 regions around the UK, each with their own resource and project managers operating across these regions.

The Challenges

- Project managers had limited visibility of the availability of alternative suitable people if their preferred person was not available.
- Resource conflicts could not be easily resolved and planned utilization against targets was not easily visible.
- With regionally based staff – focused spreadsheets, staff visibility across projects and across ITS was an issue. The spreadsheets themselves were difficult to maintain and consolidate.
- With an extensive pipeline of potential projects, the impact of successful bids on the skills capacity to deliver was difficult to visualize.

Solution

Replacing these spreadsheets with Innate Software has enabled the data to be maintained centrally and management reports are displayed on Home Pages or produced on demand. The resource allocation process is very well supported.

- Project managers can still 'request' preferred individuals, but only team leaders can confirm such requests.
- The monthly operations meeting that oversees project delivery to clients, and staff utilization, has the key information to hand to enable project delivery decisions to be made.
- Timesheet data will be imported, so that planned vs actual and other performance reports can be produced.
- Provide a longer term look ahead, so that forecasting skill and experience bottlenecks can be improved, providing a more reliable recruitment profile for HR.

'What if...' analysis so that the resource impact of potential projects being won or lost, can easily be seen.