

Customer Case Study

Hitachi Systems
Security

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» **Myles Halliday,**
Director,
Professional Services,
Hitachi Systems
Security



Hitachi Systems Security Inc.

Global IT Security Service Provider streamlines operations and doubles its bids with Deltek Vision

Back in 1999, the founders of Hitachi Systems Security Inc. were technical professionals who wanted to create a new, business-driven approach to information security, risk management and secure business operations.

Their vision was to create a company that would help customers assess and meet their security needs in relation to their entire enterprise, not just their technology. That's precisely what they did.

Today, Hitachi Systems Security - A Hitachi Group Company is a successful Global IT Security Service Provider with offices throughout the United States, Canada, Europe and Mexico.

The Hitachi Systems Security team works with customers to create a bigger-picture security solution to protect their sensitive data - to tailor the exact program necessary to protect the organization without limiting the customer's ability to conduct business.

With this unique approach, Hitachi Systems Security helps customers make effective risk-based decisions at every level.

The Challenge

Hitachi Systems Security is a company that provides 24/7 managed security services and strategic consulting services to customers in over 40 countries across the globe. This posed a challenge as the company grew. A vast majority of the Customer Relationship Management (CRM) and project management products available are designed for product or manufacturing companies rather than services companies.

Because of this, after 15 years of growing a successful business, company executives found themselves with a highly disjointed environment.

Hitachi Systems Security had individual tools managing each individual part of the business—accounting, projects, resources, business development and more. None of the information from any of these tools was integrated. The company used spreadsheets and whiteboards as its primary source of integrated information.

“Decision making was always two to three months in arrears,” said Myles Halliday, Director, Professional Services at Hitachi Systems Security. “We needed a tool that would give us full information integration.”

The Solution

Step One: Research

The first step Hitachi Systems Security took in finding the right solution was to do a significant amount of research—in particular, to pinpoint the challenges it was looking to solve.

Executives put together a research team that:

- Interviewed all company stakeholders, from management to accounting staff, to identify pain points.
- Identified all sources of information “input” and information “output”.
- Researched all available market information on companies and products that could provide a viable solution.
- Actively ruled out products that focused more on manufacturing- and product-based businesses, as many solutions do.

Step Two: Interviews & Testing

Through the research process, the team narrowed its choices to four products/vendors. From there, it brought each vendor in for an interview, and put each product through a trial run.

“We put a lot of focus on due diligence,” Halliday said, “to make sure we understood what we needed, and to be sure we were implementing a solution that would meet all of our needs.”

Step Three: Choosing Deltek Vision

After an extensive trial period, which was supported by AMR Group, a management consulting firm and Deltek Premier Partner, Hitachi Systems Security chose Deltek Vision.

Deltek stood out in three areas:

- Ease of implementation—Hitachi Systems Security could be in production, with all information in place and integrated, within a year.
- Services model—Deltek Vision was one of the few offerings designed for a services company versus a product company.
- Pricing—The organization found that Deltek’s flexible pricing model would allow the product to grow with the company.

The Benefits

Hitachi Systems Security implemented several Deltek Vision modules, including CRM, Resource Planning, Connect and Time & Expense, which have provided operational, project management and bottom-line benefits.

Operational Benefits

Reporting is much easier with Deltek Vision, as information from the company’s many departments is all integrated. And because each department still has its own reporting system, specific reports about specific areas of the business are accessible by the people who need to see them.

Sales and delivery became completely streamlined using Deltek Vision. The organization was able to streamline the process of identifying opportunities, tracking them through to bid win, then managing that project through delivery. This process gave Hitachi Systems Security management a clear understanding of the link between business development efforts and revenue.

And, finally, thanks to Deltek Vision Hitachi Systems Security is no longer a spreadsheet-driven organization.

Project Management Benefits

Project Managers at Hitachi Systems Security have found benefits through the integrated timesheet system. Because timesheets are linked to specific projects, and staffers can add resource and expense details to timesheets, project managers have a much easier time keeping projects on track and within budget.

The ability to better identify risk was also a significant benefit. In the past, the company identified risk by instinct—through a feeling that a project might go over budget, for example. With Deltek Vision, Hitachi Systems Security can quickly see the status of all projects relative to time and budget, and react accordingly to reallocate the necessary resources to ensure the project stays on track.

Bottom Line Benefits

The financial team also shares the benefits of Deltek Vision’s integrated timesheet system with the Project Managers. Because financial information is linked to project information, finance teams can link expenses directly to projects, providing greater clarity and reporting.

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Additional, Unexpected Benefits

There is one benefit that stands out from the others, falling under operations, project management and the bottom line: Deltek Vision has helped Hitachi Systems Security respond to double the number of opportunities it has pursued in the past.

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Hitachi Systems Security found several additional surprises—good surprises—when it began using Deltek Vision.

First, it found that many of the reports were usable out of the box, and did not require a lot of customization. Workflow alerts, for example, provided nearly immediate benefit.

Next, the company found that the Deltek Vision user interface was so easy to use, it required far less training than anticipated. Staffers began using it immediately with very little transition time.

Finally, the organization was pleasantly surprised by the level of personalized support received from its Deltek Vision implementation partner, AMR Group. “They were with us every step of the way,” Halliday said.

About Hitachi Systems Security

Hitachi Systems Security – A Hitachi Group Company is a Global IT Security Service Provider who builds and delivers customized services for monitoring and protecting the most

critical and sensitive IT assets in its customers’ infrastructures 24/7. Hitachi Systems Security’s mission is to make the Internet a safer place for all, to harness the full potential of connecting people and businesses together to build trust relationships that can be the catalyst of worry-free collaboration and limitless innovation.

In 2015, Above Security was acquired by Hitachi Systems Ltd. and now operates under the name “Hitachi Systems Security – A Hitachi Group Company”.

www.hitachi-systems-security.com

Implementation Partner - AMR Group

For over 20 years, AMR Group has provided business advisory and software consulting services to professional services firms across Canada. As a Deltek Premier Partner, AMR implements and supports Vision clients of all sizes within architectural, engineering, consulting, and similar professional services industries.

www.amrgroup.ca

The Deltek Advantage

- Streamline sales and operational processes
- Improve timesheet accuracy
- Gain greater visibility into budgets and resource allocation
- Increase proposal rates

Solution: Deltek Vision

Stay Connected:



Deltek is the leading global provider of enterprise software and information solutions for government contractors, professional services firms and other project- and people-based businesses. For decades, we have delivered actionable insight that empowers our customers to unlock their business potential. 20,000 organizations and millions of users in over 80 countries around the world rely on Deltek to research and identify opportunities, win new business, recruit and develop talent, optimize resources, streamline operations and deliver more profitable projects.

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