

2008 The New Professional Services Maturity Model

Report Abstract — January, 2008

Effective pricing and discounting strategies are one of the key reasons why some technology professional service organizations succeed and others fail. According to the “The New Professional Service Maturity Model” benchmark report just completed by Adexta and SPI research, companies with the lowest bill rates experienced twice the project cancellation rate (3.2%) compared to companies with the highest bill rates (1.6%). The results for on-time project completion were equally dramatic with only 67% of low bill rate projects delivered on time as compared to 85% for companies with the highest bill rates.

These insights and many more are provided in “The New Professional Services Maturity Model – A Roadmap to Achieving Professional Services Excellence”, an 88 page benchmark report developed by Jeanne Ulrich and R. David Hofferberth, P.E.

This report provides benchmark data from 52 professional services providers in addition to actionable guidance on how to improve organizational maturity, leading to performance improvements and increased profitability. It shows how professional services organizations can begin the process of establishing a maturity roadmap. It provides information that will enable PSOs to compare themselves to industry benchmarks and start to develop their own roadmap to service excellence.

These organizations, whether independent consulting firms or the embedded professional services arm of product-driven organizations must invest in the five core pillars of success: Vision and Strategy, Finance and Operations, Human Capital Alignment, Service Execution and Client Relationships. Without a game plan these organizations will increasingly face impediments to success.

