

# Healthcare Consulting Firm Scales 5x Growth

## ABOUT THE COMPANY

e4 Services is a renowned healthcare consulting firm specializing in helping hospitals and health systems eliminate waste and better utilize their clinical systems, revenue cycle, and IT services. Their consultants tackle some of the healthcare industry's most complex issues and projects.

e4 has received multiple awards from Healthcare Innovation, as well as consistent recognition as one of the highest performing organizations in SPI Research's Professional Services Maturity™ Benchmark Survey.

## BUSINESS CHALLENGES PRIOR TO IMPLEMENTING PROJECTOR BY BIGTIME

### ✓ DATA SILOS FROM POINT SOLUTIONS

e4 Services relied on a network of spreadsheets and homegrown tools to manage their resource scheduling, time and expense entry, and invoicing.

### ✓ INACCURATE DATA

Excel-base processes were not providing accurate project and financial data to scale the organization in a strategic, purposeful way.

### ✓ OPERATIONS IMPACTING DELIVERY

The leadership team needed a clear path forward to align teams, capacity, and capabilities in pace with the firm's delivery demands.

## THE SOLUTION

- ✓ e4 partnered with Projector by BigTime, initially to automate time and expense entry for billable consultants and reduce invoice processing time.
- ✓ Invoicing for 400 billable resources transitioned from a mundane, lengthy process into an automated workflow that allowed teams to invoice more frequently and get paid for work faster.
- ✓ Operational and financial data unlocked real-time visibility into revenue, resource needs, and cash flow by surfacing accurate, contextualized insights into e4's people, projects, and performance.
- ✓ e4 now leverages the full extent of Projector's capabilities, by using all four modules and integrating Projector with their CRM system to provide visibility into their pipeline.

## KEY RESULTS



Enabled growth from 20 to 400 remote consultants



Reduced invoice time from 2 week timeline to 2-3 days after period close



Unlocked organization-wide project and business performance insights



Improved forecasting abilities to anticipate delivery needs and scale with confidence



Before Projector by BigTime, we never had organization-wide forecasting capabilities. We hoped, we guessed, we thought but now, as employees update their schedules, we see in real-time what the impact is. Projector by BigTime has given us the ability to manage the business in a way we otherwise never would have had.

**JIM HENNESSY**, CEO Of E4 SERVICES