



PeopleAdmin Uses Clarizen to Increase Operational Efficiency

In 2000, [PeopleAdmin](#) was founded to help organizations reduce the cost, risk and time spent managing human resources (HR). PeopleAdmin conducted hundreds of phone interviews with public sector HR offices and found that the majority of government, higher education and non-profit organizations had yet to automate their most paper and staff intensive processes.

Today, PeopleAdmin has over 600 clients that use its talent management lifecycle Software-as-a-Service (SaaS) solutions to eliminate manual, paper-based tasks; accomplish HR compliance initiatives; and improve the efficiency and level of service that HR departments deliver to their customers. PeopleAdmin saves its clients money by streamlining and then automating talent hiring and management processes. Its service department facilitates anywhere from 100 to 150 active projects at any time, managing thousands of positions, interviews, workflows, etc.

PeopleAdmin prides itself on delivering superior customer service and support by being responsive, flexible and knowledgeable in order to understand and address each unique HR management need. To streamline these projects and ensure they stay on deadline, PeopleAdmin uses Clarizen's SaaS work management solution to track each project and ensure even distribution of work across departments.

Before Clarizen, PeopleAdmin used an assortment of solutions, making it difficult to report across multiple teams and to get a holistic view of workload. The combination of partial solutions also made forecasting project completions challenging. With so many projects and people working simultaneously, they needed a solution that improved their work and reporting processes.

PeopleAdmin selected Clarizen over other solution providers because of its approach to work management and technology, allowing them to monitor every aspect of every project at any time. Clarizen's collaborative planning functionality, management dashboards and reporting features give PeopleAdmin a crystal clear picture of each team member's workload and team productivity has increased. *"Clarizen allows us to move from the realm of anecdotal evidence, where people know they are busy but struggle to clearly show their workloads, and into an environment of greater awareness about what actually has to be done,"* said Will Buchanan, manager of project management at PeopleAdmin.

Initially, PeopleAdmin was drawn to Clarizen's incomparable ease of use and intuitive interface. As they dug deeper they were impressed by Clarizen's individual features, as well as how these features integrated with each other. For example, with Clarizen's milestone and time tracking features, PeopleAdmin can easily forecast when the project will be finished. When these features integrate with the expense tracking feature, PeopleAdmin can determine profitability of each project with instantaneous analysis on ROI.

An integral part of streamlining projects is communicating effectively with their clients. PeopleAdmin depends on their customers to provide information and deliverables in order to keep each project on track. Clarizen's Microsoft Excel export feature allows PeopleAdmin to provide clients with only the information they need in a format that they are familiar and comfortable with.

Through real-time tracking of hours spent and resources used, Clarizen empowers PeopleAdmin to easily identify consistent friction points in their process so that they can abandon steps that are not working. Since using Clarizen, PeopleAdmin has seen a 50 percent improvement in the forecast accuracy of project completions and a 75 percent



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increase in the relevance of project key performance indicators. From a reporting standpoint, Clarizen saves the PeopleAdmin service department at least five hours a week as they update each other on up to 150 active projects.

“Our goal is to exceed customer expectations while operating in an effective and efficient manner. Clarizen’s sophisticated solution allows us to do this,” said Sandra Jensen, vice president of services at PeopleAdmin.