

Customer Case Study

Hitachi Systems Security Inc.

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

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.



Company: Hitachi Systems Security, Inc. • **Headquarters:** Blainville, Quebec, Canada

Industry: Cybersecurity

Products & Services: Managed Security Services, Governance, Risk & Compliance, Intrusion Detection, Vulnerability Management

Employees: 100

Hitachi Systems Security Inc.

Hitachi Systems Security had individual tools managing each individual part of the business—accounting, projects, resources, business development and more. None of the information was integrated. Hitachi Systems Security selected Deltek, a project-based solution designed specifically for consulting firms, that gave them full information integration and real-time decision making capabilities.

Challenges

- Hitachi Systems Security had highly disjointed solutions running every part of their business, due to their fast growth, and found they were not able to get accurate and timely integrated information
- Hitachi Systems Security identified project risk by instinct—they were unable to determine exact budget, time and resource allocation to make sure projects stayed on track
- Decision making was always two to three months in arrears due to their disparate systems environment. The company used spreadsheets and whiteboards as its primary source of integrated information

Solution

- Hitachi Systems Security researched all available solutions, initiated a trial period supported by Deltek Partner, AMR Group and chose Deltek due to the ease of implementation—they could be in production quickly, with all information in place and integrated in a short amount of time

- Deltek was one of the few offerings designed for a services company versus a product company—the solution was project-focused which serves their business perfectly and with little/no customization
- With a project-based system, they are now able to better identify risk, and can quickly see the status of all projects relative to time and budget, and reallocate the necessary resources to ensure that projects stay on track

Benefits

- Reporting is much easier with Deltek, as information from the company's many departments is all integrated. 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—identifying opportunities, tracking them through to bid win, then managing that project through delivery, allowed a clear understanding of the link between business development efforts and revenue
- Deltek also helped Hitachi Systems Security respond to double the number of opportunities it had pursued in the past, and their proposal throughput has doubled

Implementation Partner, AMR Group

For over 30 years, AMR Group has provided business advisory and software consulting services to professional services firms across Canada.

As a Deltek Partner, AMR implements and supports Deltek clients of all sizes in architectural, engineering, consulting, and similar professional services industries.

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