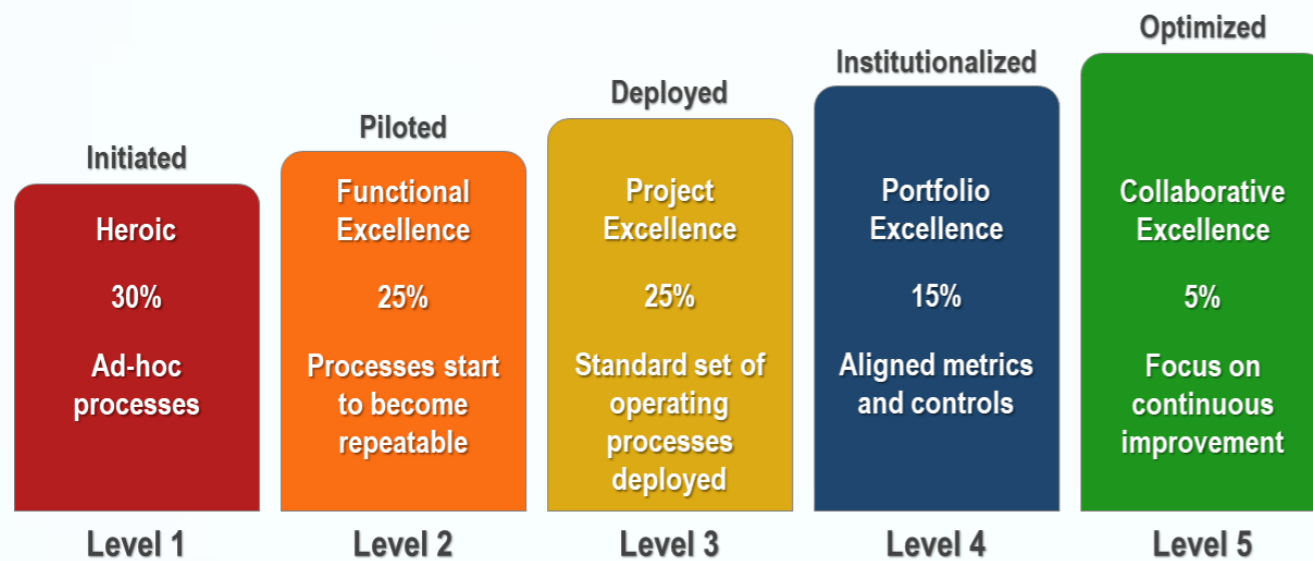


Professional Services Maturity Scorecard™



- △ *How mature is your consulting business?*
- △ *Want to find out how your PS organization compares to the world's leading benchmark?*

Service Performance Insight's **PS Maturity Scorecard™** is for PS leaders who want to benchmark and compare their consulting business performance to the world's leading benchmark of over 3,500 firms. It uses SPI's research-based PS Maturity Model™ to focus on five service performance pillars – **Leadership, Client Relationships, Human Capital Alignment, Service Execution and Finance and Operations**. At the end of the project, leaders will not only understand the model, but will also have the tools to identify, frame, and prioritize strategic improvement priorities required to accelerate performance.

PSO leaders must complete the PS Maturity™ survey with their most recent annual results. A custom 15 page PS Maturity™ Scorecard is generated for your firm comparing it to peer organizations and the overall benchmark averages.

SPI works with your leadership team to provide a quantitative assessment of overall service organizational maturity.

PS Maturity™ Scorecard Overview:

- Client completes PS Maturity™ survey
- SPI develops custom 15 page PS Maturity™ scorecard report
- Benchmark comparison to 160 metrics from peer group and overall benchmark
- *Includes a complimentary PS Maturity™ Benchmark report worth \$1,995*

Professional Services Maturity Scorecard™



| Finance & Operations Performance Indicator | Consulting R Us | Peer Average | Survey Average | Level 1 | Level 2 | Level 3 | Level 4 | Level 5 |
|---|-----------------|--------------|----------------|---------|---------|---------|---------|---------|
| Annual revenue per billable consultant (k) | \$200k - \$250k | \$229 | \$193 | | | | | |
| Annual revenue per employee (k) | \$150k - \$200k | \$190 | \$155 | | | | | |
| Average revenue per project (k) | \$500k - \$1mm | \$197 | \$189 | | | | | |
| Project margin for fixed price projects | Blank | 37.1% | 36.3% | | | | | |
| Project margin for time & materials projects | 20% - 30% | 38.9% | 37.6% | | | | | |
| Average project margin — subs, offshore | Blank | 38.8% | 28.8% | | | | | |
| Quarterly revenue target in backlog | 40% - 50% | 42.1% | 45.0% | | | | | |
| Percent of annual revenue target achieved | Under 80% | 84.7% | 89.9% | | | | | |
| Percent of annual margin target achieved | Under 80% | 87.1% | 88.2% | | | | | |
| Revenue leakage | Over 10% | 3.03% | 4.17% | | | | | |
| % of inv. redone due to error/client rejections | 1% - 3% | 0.89% | 2.10% | | | | | |
| Days sales outstanding (DSO) | Under 30 days | 47.6 | 44.1 | | | | | |
| Quarterly non-billable expense per employee | Under \$1,500 | \$1,094 | \$1,392 | | | | | |
| % of billable work is written off | Over 10% | 1.97% | 3.00% | | | | | |
| Executive real-time wide visibility | Minimal | 3.72 | 3.57 | | | | | |

Focus on Continual Improvement

