THOMSON REUTERS ELITE CASE STUDY
PINKERTON

MONITORING GLOBAL GROWTH WITH XCELERATE BUDGETING AND FORECASTING
For more than a century, Pinkerton has been a leader in helping keep companies and their assets safe and secure. With offices on almost every continent, Pinkerton prides itself in offering innovative services, such as executive protection, corporate risk management, investigation, and employee screening.

Pinkerton is a long-term client of Thomson Reuters Elite and has leveraged Enterprise for financial and practice management for several years. It was during the annual VANTAGE User Conference that the firm’s decision makers first learned about xcelerate Budgeting and Forecasting, and they quickly recognized an opportunity to improve their reporting capabilities firm-wide.

When it comes to managing a business, Alex Sharpe, Pinkerton’s interim CIO, has a specific mantra: “You can’t control what you can’t measure.” By the time they became familiar with xcelerate, he and his team had already made a significant time investment towards finding a reporting tool that could improve their ability to monitor trends across nearly 60 offices globally while offering an intuitive experience for end-users. Although there wasn’t a near-team need to improve budgeting and forecasting processes at the time, the firm’s decision makers saw more potential in the reporting features offered by xcelerate than any other solution.

“What was interesting about xcelerate is that it is branded as a budgeting and forecasting tool, but we quickly realized it could be configured in a way that could meet our long-term needs on several fronts.”

A SEAMLESS COLLABORATION
xcelerate has indeed proven itself to be a useful tool for Pinkerton, helping everyone from administrators to executive leadership in every office improve their efficiency. Sharpe attributes much of this success to the OLAP team, who he says provided exceptional support throughout the implementation.

“We entered the project with several requests, and the OLAP team did an incredible job managing them all,” describes Sharpe. “Even when we encountered an issue that seemingly didn’t have a workaround, they were very accommodating and were willing to create one to meet our specific need.”
Another feature that the OLAP team was able to configure at Sharpe’s request is the ability to display the timeliness of data within each report. Now, a report not only shows the date it was generated, it also shows the timeliness of the data that was used to run the report, ensuring his team that they are working with data that has the utmost accuracy.

“That is what is truly great about xcelerate—it is as easy to modify as it is easy to use,” states Sharpe. “It is simply capable of performing the tasks that we need it to do, and that makes all of our lives a bit easier.”

“The difference xcelerate made in time savings was so pronounced that even Pinkerton’s president was in disbelief. Sharpe recalls introducing an early version of xcelerate to the president who could hardly believe that the tool was pushing live data directly to his fingertips. “He was so used to waiting long periods of time for reports to be produced that it was almost unimaginable to have a solution that was capable of delivering that information instantly,” says Sharpe.

But according to Sharpe, the benefits of xcelerate extend far beyond its timesaving abilities. It has improved productivity across the firm by getting more reliable numbers in front of more people faster and enabling them to see levels of details previously unavailable.

For more information about xcelerate Budgeting and Forecasting, visit www.elite.com/xcelerate.