

# PRODUCT GUIDE

## RESOLVE

Resource Management



**GD**  
PROGRESSIVE  
SOFTWARE  
SOLUTIONS

# PRODUCT GUIDE

## RESOLVE

*A highly flexible workflow and process toolkit that can be tailored to your unique requirements.*

*Empower your teams to work more effectively with RESOLVE*

### Current Module Availability

Risk and control

Issue and Snag management

Product and service cessation

Change Management

Knowledge capture

Resource management

Help desk ticketing

Task management

Supplier communications

Custom Modules

.

## Personnel Resource Allocation and Management

RESOLVE is designed to support multiple business processes. A specific application for which it has proved especially successful is that of resource requirement and allocation management.

RESOLVE has been deployed as a resource management tool for project, large programme and individual business unit requirements. RESOLVE Resource Management easily integrates with off the shelf Project Management software products but introduces additional levels of workflow customisation which specifically suit the bespoke needs of large companies delivering particularly demanding projects.

## Anytime, anyplace, anywhere – instant access to key information

In large scale organisations, the competition for resources often places unpredictable demand on available project support personnel. Traditionally deployed tools such as email and multiple workstream

resource spreadsheets are ill equipped to meet the fast moving and constantly changing nature of large complex projects.

As conventional PM tools quickly strain under the pressure of major programmes, a simple to use, specifically fit-for-purpose workflow application can prove essential to successful delivery.

## **Templates to get you started – customised to fit your requirements**

This module allows Project Managers to raise individual resource requests for support. Once created, tickets are processed via a simplified work request procedure, where project coordinators can measure fluctuating demand consistently and provide response feedback in a timely manner. Requestors and coordinators can monitor resource requirements in a single application. Often complex to manage forecasting can be simplified and extended easily across the project timeline.

## **All the benefits of bespoke, with the ease of off-the-shelf**

The system features inherent statuses, which are designed to record when a resource request is released, when a response is received, the type of response and also guide the user to what appropriate next actions should be.

Integrated governance control features include automated alerts to inform users of changes to tickets already issued with resource allocated and also flags when a resource can no longer be fulfilled.



The comprehensive rule sets are included in the RESOLVE business process engine.

A range of custom fields are included to ensure resource demands include all relevant information required, which are communicated to the personnel who will perform the task – the system captures an audit trail of all aspects of the demand and manages these through to fulfilment, eliminating the traditional reliance on multiple phone calls, emails and time expended chasing down information.

RESOLVE's API interface can be utilised to accept data inputs and outputs to existing systems, synchronising automatically with financial, project and resource data sets.

for example:

- Forecasted long term resource demand imported from programme management tool such as Primavera and MSP
- Resource demands on an agreed time allocation and auto-exported to defined xls format and emailed to relevant resource coordinators by the system
- Data capture from remote located personnel PDA field service management software.

Through the advance notice and identification of personnel resource requirements in such major projects, the ability to keep things running smoothly and on time, not getting held up by unexpected holidays or demand clashes on the same resource type, i.e. a pinch point; it has been estimated by one Graphical Data Client to have realised savings in excess of £100k in the first year of deployment.



Major efficiency improvements were primarily identified in relation to programme and project coordinator performance.

For more information contact us on  
[info@graphicaldata.co.uk](mailto:info@graphicaldata.co.uk)