

# Carnac Group



**Location:** Sydney, Australia

**Industry:** Salesforce implementation and consultancy

**Website:** www.carnacgroup.com

*Carnac Group is a certified Salesforce Partner in Sydney, Australia. We advise businesses on any aspect of their Salesforce journey, including strategy development, Salesforce implementations and improvement projects.*

## What they needed

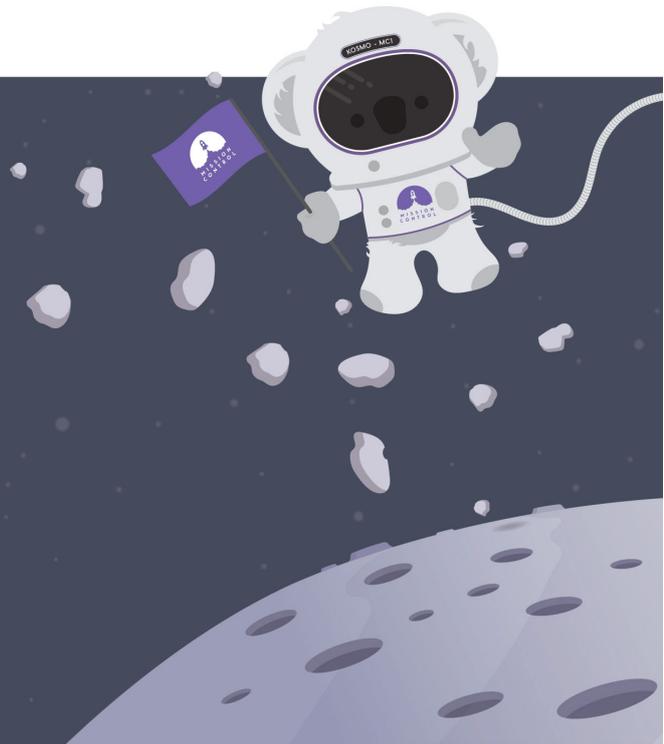
### What were you previously using?

Prior to Mission Control we were managing projects using spreadsheets and JIRA and a non-Salesforce native timesheet App called Schedullo. These disparate systems were doing what we needed them to do as a start-up but we realized we'd soon out-grow it.

### What challenges were you facing before using Mission Control?

We started small, and the systems we were using, while simple, were fit for purpose. But as we were growing - and more importantly projected significant growth - realised we needed to add some sophistication and robustness to our technology stack.

Additionally, not only were we scaling in staff we were expanding our footprint into other capital cities, so as a multi-site business we suddenly needed tools that were far more sophisticated.



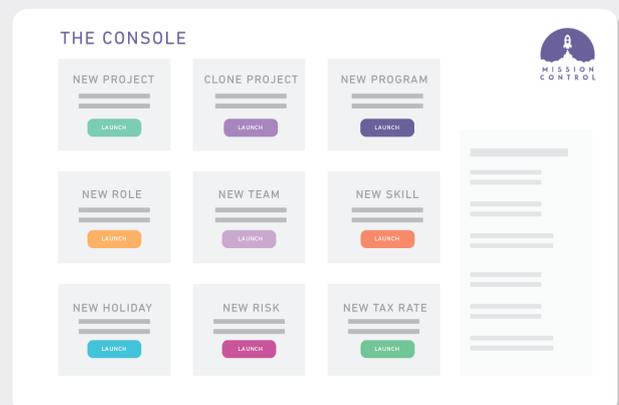
## How we helped

### How has Mission Control Helped?

For us it's brilliant, we wouldn't be working today without it. It has allowed us to improve our role utilisation overall, it's improved business transparency and elevated how we run our internal processes. We now have full control of project budget progress and the invoicing of our customers at the right time.

### Have you realized a quantifiable impact from the investment?

We don't have a lot of historical data on the commercial impact of Mission Control, chiefly because our legacy systems didn't provide this transparency and we weren't big enough to worry about measuring it, but what I can say is that over the past 12 months we've increased our resource utilization from 77% to 88% which allows us to manage our cost base better and reduce the risk of non-profitable projects significantly. We'll continue to grow and we see Mission Control as a solution that will scale with us as the fundamentals of the technology will support that growth.



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