



Customer Success Story

Strong growth for Symmetria Software is encouraged with project and workflow management

Challenges

- **Complex operations:** Manual procedures to enact business processes were slow, time-consuming and required constant attention.
- **Time tracking:** From the beginning, Symmetria wanted a system for project management, and time and expense tracking. The idea of organizing this information without a professional services automation tool was daunting.
- **Employee Utilization:** Imbalance in employee workloads resulted in periods of high stress and uneven project success rates.

Solution

- Severa was quick and easy to adapt, and therefore, implementation for the whole company was effortless.
- Business processes and office routines were automated.
- Project management, planning and forecasting were enacted efficiently.
- Allocation of resources proved highly effective, and work estimates are now accurate.

Results

- Business operations are streamlined. More work time is spent on tasks that are essential for business success.
- Automated performance analysis and reporting saves time and money.
- Resourcing is clear and up-to-date, which improves workflow, scheduling and project planning.



www.symmetria.fi

Client Profile

Symmetria Software is an e-solutions company that focuses on building and deploying carrier grade e-shops for online sales of physical products, as well as software and subscription services. Additionally, they organize e-support services such as hosting and multi-language customer support. Founded in 2006, Symmetria quickly established itself with customers including multi-national network operators, mobile device manufacturers and large IT and software firms. In 2009, Symmetria received the AAA Credit Rating Certificate, and currently they rank near the top for international growth by Finnish IT companies.

Key Gains

- Optimization of work tasks and resources.
- Successful completion of projects on schedule and on budget.
- More time to focus on business development.

“By automating many of our office routines, Severa allows us to focus on essential work tasks and how to extend our business.”

Jouni Salmi, COO
Symmetria Software