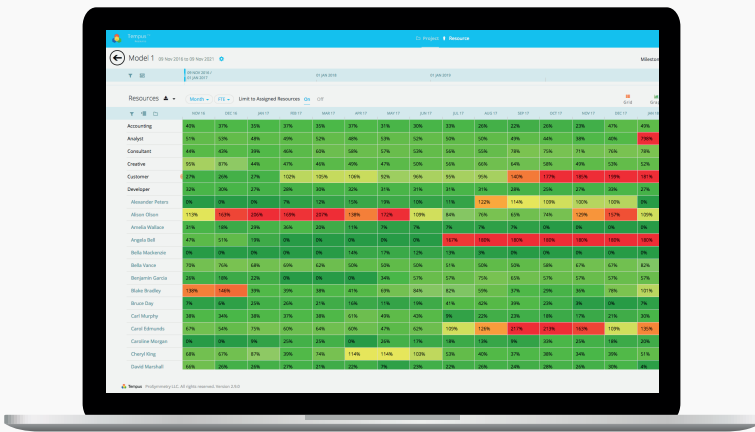




# Tempus Resource

## PROSYMMETRY | CASE STUDY

Thermon “can now share resources and skills across our global sites, meaning we can allocate work more efficiently”



“If an office doesn’t have a capacity for a job, we can now find other engineers in different offices”

Ehsan Moghaddam,  
Project Control at Thermon Canada Inc



# Thermon & Tempus Resource

**Founded in 1954, Texas-based Thermon** is one of the world's leading providers of heat tracing technology. The firm specializes in producing bespoke heat tracing cables which are attached to pipes and other elements in industrial complexes to help maintain a specified temperature and avoid freezing or over-heating. Thermon has teams of engineers in offices across North America, EMEA and APAC who work with local customers to calculate the correct means of deploying heat-tracing cabling on their estates.

Thermon chose Tempus Resource to:

- Allocate calculation tasks to engineers
- Share work more effectively across the organization
- Reduce the need to outsource
- Improve the bidding process

## Thermon Address:

100 Thermon Drive  
San Marcos, Texas 78666

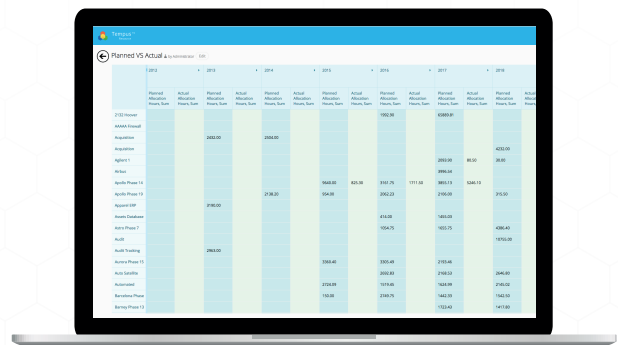


# Managing resources across a global organization

**Thermon's engineering department** employs 240 engineers in offices in all major markets across the globe. These teams are required to carry out calculations to help define exact specifications for how Thermon's cabling is used on their clients' sites. These calculations play an extremely important role; stopping pipes from freezing, maintaining chemicals and gases at a specific temperature, and monitoring the environment within the site.

Thermon works with process industries such as energy, chemical processing and power generation. Their engineers must work out the precise qualities of their heat-tracing cables to ensure they provide clients with the right solution, keeping industrial plants safe and functioning optimally.

Every time an individual office wins a piece of engineering work, the local engineering team must begin performing their calculations. However, individual Thermon offices were running into problems around resource allocation. Very often, the office simply did not have the resource capacity to take on extra work. This meant that the company had to outsource work to local partners.



For instance, the Japan office might win a contract, only to discover its internal engineers were already overwhelmed with work. In these scenarios, Thermon would need to outsource work to other local companies, thereby cutting their profit margins. At the same time, the South Korea office might be short on work, and so would be losing money while engineers on full-time contracts were doing little productive work.

Thermon realized a more efficient method of resource allocation was required. Jean-Marc Singh, Director, Global Project Excellence, explains:

“We wanted to get into more of a work-sharing mode, where tasks were better distributed to where there was availability”.

# Connecting work to availability

**After learning about Tempus Resource**, Thermon began a trial in early 2017 and the product is now evolving into an essential tool for managing resource planning at the company.

“We bought in Tempus because we wanted to share those resources globally”, explains Mr. Singh. “In the past, whenever we had too much work, we would either outsource to local partners, or the resource allocation was more ad-hoc. One manager would call up an engineer in another office and ask if they had capacity to take on the extra workload. With Tempus Resource, the whole process becomes more unified and efficient”.

Thanks to Tempus Resource, Thermon can immediately see where resources are over-allocated so resources can be more evenly distributed. This allows managers to rapidly discover if their office can take on extra work, and discover if they could hand that work onto another office.

The benefits of this approach are multiple:

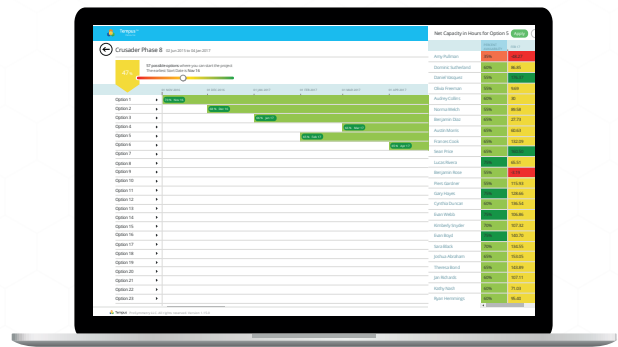
- Thermon avoids having to outsource as much work, allowing the business to keep more of the profits
- By being able to view under-allocated resources, Thermon avoids a scenario where employees are doing no billable work
- Tempus Resource contributes to more of a unified culture across the business

# Improving the bidding process

Besides allocating work for existing projects, Tempus Resource’s ‘What-If’ capability, which allow users to model future scenarios and provide additional benefits when bidding:

“In the bidding process, Tempus Resource allows us to discover cheaper resources and bid at a lower price point, thereby winning more work” explains Mr. Singh.

For example, the Canada office may go for a bid, yet know that they are competing against a cheaper competitor. However, by using Tempus Resource, they can search the organization for lower-cost resources outside Canada. Seeing that they could allocate a certain proportion of engineering calculations to less expensive Indian engineers, Thermon can win more contracts by splitting the work across all their offices.



# The experience of using Tempus Resource

**After an initial trial**, Thermon have begun rolling out Tempus Resource as a standalone resource and project management tool across the company's engineering divisions worldwide. Mr. Moghaddam, who has responsibility for deploying Tempus Resource across the organization, explains how easy it has been to use:

“Overall it has been very easy to use Tempus. The initial presentation we received was very good, and support since then has been excellent. I have been involved in training other team members to use Tempus, and that has been easy – the tool is very simple to use and feels familiar. We have even asked for changes to the product which have been rolled out in updates”.

Mr. Moghaddam also highlights the reporting feature of Tempus Resource as a means for making better decisions:

“I like the reporting – it lets me figure out where we are in terms of resources and make a decision more easily”.

# A long-term solution

**While Thermon have been using Tempus Resource** for less than a year, the impact on the business has already been significant. Both Mr. Moghaddam and Mr. Singh agree that Thermon expect to keep getting more out of Tempus Resource for the foreseeable future, to improve resource allocation, to save money on projects and to win more contracts.

# What is Tempus Resource?

**Named Gartner Cool Vendor 2016**, Tempus Resource is a real-time resource management software that uses powerful 'What-If' simulations to model project data. It helps organizations of any size, of any level of project management maturity, to make risk-free, data-driven resource decisions.



## Contact ProSymmetry for a free Tempus Resource trial or demo



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