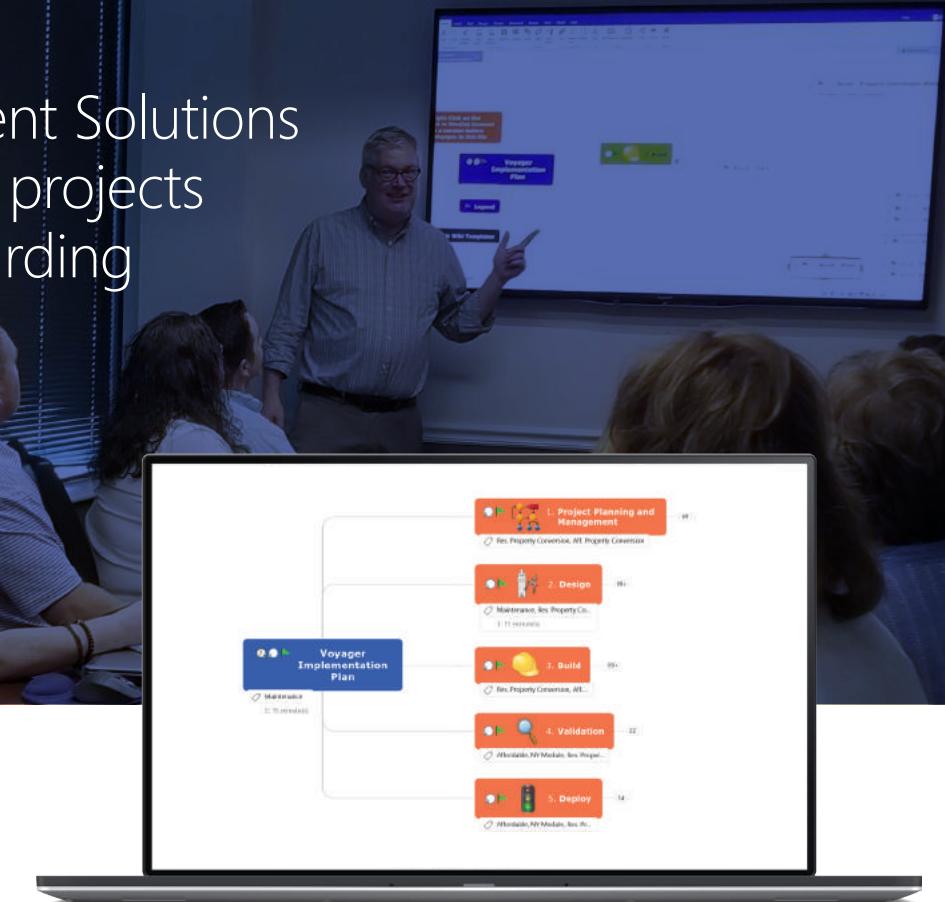


MindManager helps Syllogistic Management Solutions streamline processes, projects and employee onboarding



"Using MindManager as one of the core building blocks in our business to sustain our project management methodology, Syllogistic Management Solutions has grown to be one of the most successful consultancies in our market segment."

Michael Gutman
Owner/Manager
Syllogistic Management Solutions



The Results



80% FASTER ONBOARDING

Cut hire-to-profitability time from 15 months down to just two.



FASTER & CLEARER PROCESSES

Offer a single source of truth for all processes, available to everyone.



MORE EFFICIENT PROJECTS

Scope and execute projects rapidly to meet client's exact needs.



REAL VALUE & CLARITY FOR CLIENTS

All time spent with clients is documented and leads to tangible, monetary results.

About Syllogistic Management Solutions

- Consulting services firm in the commercial and multi-tenant residential Enterprise Resource Planning (ERP) market
- Industry experts in Yardi Voyager software platform
- Located in Topsfield, Massachusetts, USA
- Founded in 2010
- 23 employees
- 300+ clients

About the Interviewee

- Michael Gutman
- Owner / Manager
- Partnered with Sean Ward, founder of Syllogistic
- Senior Yardi Consultant and Business Developer
- Former Chief Information Officer in the real estate/construction industry

The Challenge

Syllogistic Management Solutions has a singular mission: to provide true value to their clients by reinventing the real estate consulting world as a process and data driven-consultancy. A key to delivering on this mission is to ensure their clients get the most out of incredibly complex Enterprise Resource Planning (ERP) software by offering services that include implementations, help desk support, health checks, business process outsourcing, and custom reporting and development. The ERP platform of choice for Syllogistic and their 300+ real estate clients is Yardi Voyager, a cloud-based property management and accounting platform for commercial and residential entities.

"With MindManager, our clients can see their project taking shape on the big screen in front of them, and know that their comments are being heard, recorded and understood."

Michael Gutman

Owner/Manager

Syllogistic Management Solutions

"An ERP system is an elephant," explains Michael Gutman, Owner and Manager at Syllogistic. "And the only way to eat it, is one bite at a time." To put this elephant into perspective, a single ERP implementation project can be 200-2,000 hours in length. Health checks can be just as complex, and help desk services typically field around 3,500 calls per year. Couple this with the fact that any ERP system represents a significant spend and you can see why Syllogistic goes to great lengths to ensure their processes are efficient, repeatable and profitable. You wouldn't skimp on changing the oil in your car would you?

"Our challenge was getting everyone to do the same thing, the same way, every time, regardless of who was doing it," summarizes Gutman. "Clarity of communication is key to maintaining an understanding with our clients and succeeding at our business."

The Solution

Syllogistic adopted streamlined project visualization, knowledge management and employee onboarding processes into their daily operations, with MindManager acting as the core information platform.

For project and knowledge management, the team uses MindManager to build out a master project template with more than 2,900 individual tasks to be completed. Each of these tasks is linked to a specific page in Syllogistic's Microsoft SharePoint wiki. These pages contain instructions on how to complete the task, and can be updated at any time as processes evolve. When kicking off a new customer project, the master template is quickly customized using MindManager's tag and filtering capabilities to accurately scale a client's project scope and specific needs. This scaling process is done in real-time during a client interview. "The mind map provides a way to rapidly convey information in a visual way, while the wiki provides a consistent platform for documenting it and providing more detail," explains Gutman.

Syllogistic also uses this system when onboarding new employees to get them up-to-speed and productive as quickly as possible. "Giving employees the information they need to grow in their jobs without being dependent on others has generated huge efficiencies in our training process," says Gutman. "They don't have to learn something new every time they start a task. If our company has already learned it, they can take advantage of that knowledge and help the client move forward more quickly." The scope of this shared knowledge is reflected by the fact that more than 1,800 separate articles are linked via mind map notes, giving new hires access to a huge body of company knowledge.

The Results

Using MindManager as one of the core building blocks for their business, Syllogistic has grown to be one of the most successful consulting firms in the commercial and multi-tenant residential ERP market. They have achieved national recognition in the United States, and have begun to expand into Europe with contracts in London and Zurich. Most importantly, Gutman says that their efficient processes empower clients and provides clarity into how their ERP systems work. "By visually reinforcing our discussions with clients in real time, we help them develop a sense of ownership, and a confidence that they really do know how to work with these complex ERP platforms," explains Gutman.

For employee onboarding, Gutman says that Syllogistic has been able to reduce the amount of time it takes for a new hire to become profitable for the company from 15 months to just two months, an 80% increase in efficiency. This drastic improvement, combined with the rapid access to all company knowledge via mind maps, means that Syllogistic recoups their investment in hiring and training costs very quickly, allowing them to pass the savings and efficiencies on to their clients.

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