

PSVillage Professional Services Industry Benchmark Data

Filters

- Company Location
- Industry Vertical
- Delivery Model
- Total Company Revenue

Demographics

Charts

- Company HQ Location
- Company Industry
- Delivery Model
- Total Company Revenue

Metrics

- Majority of Resources Located in U.S.
- Company HQ Location
- Company Industry/Vertical
- Delivery Model
- Total Company Revenue
- Total # Employees
- Total PS Headcount (Direct + Indirect)
- Total Annual Business Unit PS Revenue
- PS Revenue % Allocated to SG&A/Overhead
- Average Target PS Billable Percentage
- Percentage of Indirect Resources

Financials & Operations

Charts

- Utilization Models
- Average Salary by Group
- Average Cost of Services Sold
- Average Total Costs

Metrics

- PS Gross Margin Target Percentage
- PS Operating Income Margin
- PS Selling Expense Target Percentage
- PS Marketing Expense Target %
- PS G&A Expense Target Percentage
- PS Practice Development Expense Target Percentage
- Standard Rate Chart?
- Standardized templates for quoting & estimating?
- Percentage of Fixed Price projects

Financials & Operations (continued)

- Percentage of T&M projects
- Ratio of Revenue mix (Direct vs. Indirect)
- Average margin on indirect revenue
- Percentage of growth budgeted
- Project Management (PMO) office?
- Knowledgebase for services delivery?
- Is your PSO automated?

Human Capital - Management

Roles Surveyed

- GM/SVP-Professional Services
- Vice President, Professional Services
- Director, Professional Services
- Manager, Professional Services
- Engagement Manager

Charts

- Management – Average Salaries

Metrics

- # Resources in this role
- Target Billable Utilization
- Average Base Salary
- Target Bonus % of Base
- Years PS experience in role
- % Travel

Human Capital - Sales Support

Roles Surveyed

- Vice President/Director of Services Sales
- Services Sales Rep (dedicated)
- Pre-sales

Charts

- Sales Support – Average Salaries

Metrics

- # Resources in this role
- Target Billable Utilization
- Average Base Salary
- Target Bonus % of Base
- Billable Rate/Hour
- Years PS experience in role
- % Travel

Human Capital – PS Operations

Roles Surveyed

- Vice President, PS Operations
- Director, PS Operations
- Manager, PS Operations
- Resource Manager

Charts

- PS Operations – Average Salaries

Metrics

- # Resources in this role
- Average Base Salary
- Target Bonus % of Base
- Years PS experience in role

Human Capital - Delivery

Roles Surveyed

- Solution Architect
- Business Analyst
- Project Manager
- Senior Consultant
- Consultant
- Junior Consultant
- Indirect Resource

Charts

- Delivery – Average Salaries

Metrics

- # Resources in this role
- Target Billable Utilization
- Average Base Salary
- Target Bonus % of Base
- Billable Rate/Hour
- Years PS experience in role
- % Travel