proMX

Reinventing your business:
A route to higher productivity

White Paper

proMX.net

Content

Introduction

Businesses have spent years adding new software to improve productivity. Project management apps, collaboration platforms, and automation tools are meant to make work faster and smoother. The assumption is straightforward: better tools lead to better results.

But instead of making work easier, too much software is getting in the way. The Asana Anatomy of **Work Global Index 2023** found that knowledge workers spend 60 % of their time on "work about work" — tasks like searching for files, switching between apps, and sitting in unnecess ary meetings. **A Gartner Digital Worker Survey** also reports that employees waste hours navigating disconnected systems. Instead of saving time, companies are creating digital clutter that slows everything down.
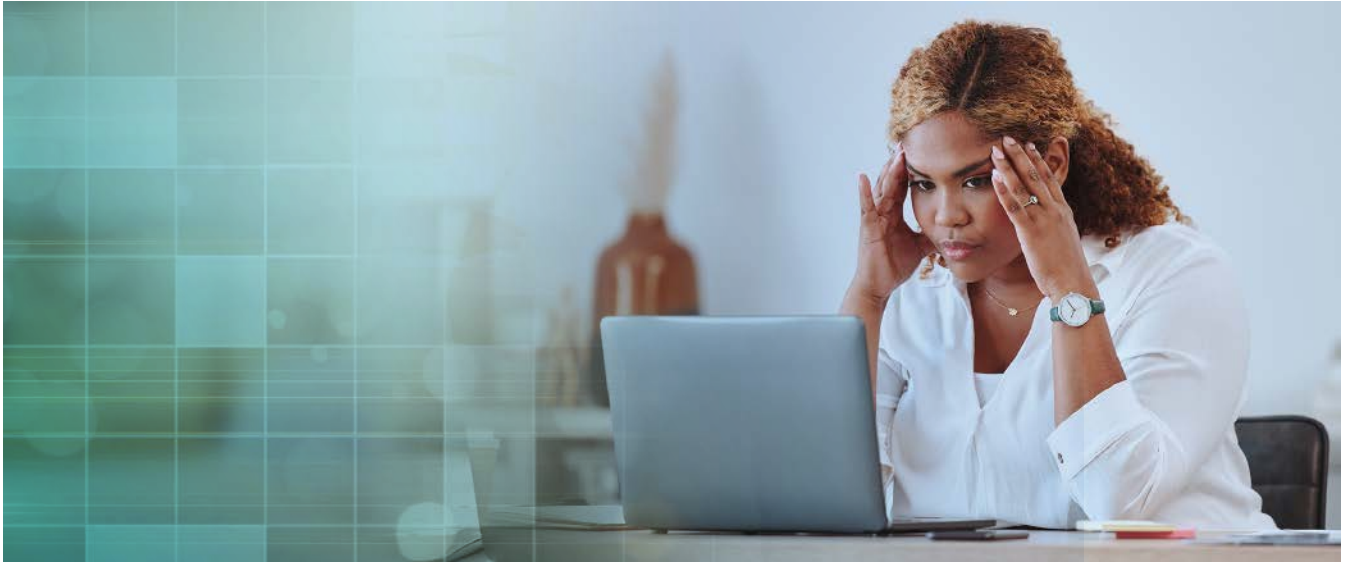
The problem isn't technology itself but how it's used. Instead of piling on more apps, businesses should focus on making sure the ones they already have work well together. When systems are conected, employees spend less time managing software and more time doing real work. Productivity improves — not because of more tools, but because the right ones are used the right way.

💡

In this white paper, we examine the real cost of low productivity, the industries most affected by it, and the technology-driven solutions that can fix it.

What is the true cost of low productivity?

Most businesses treat productivity problems as a scheduling issue – missed deadlines, slow project turnaround, or teams that seem to be working harder without getting more done. The usual response is to push for better time management or introduce new tools, assuming the issue is about efficiency at the individual level.

But the real problem runs deeper. When businesses struggle with productivity, they don't just lose time; they lose money, opportunities, and control. However, solving productivity challenges isn't about working faster or adding more software. It's about fixing structural inefficiencies.

Let's look at the key areas where low productivity causes the most damage:

Lost revenue: Unpredictable costs and delays
When workflows break down, expenses pile up. Supply chain disruptions, overtime pay, and rework costs eat into margins. Missed opportunities – whether unbilled hours, stalled projects, or lost contracts – directly impact revenue.

Missed deadlines: Failure to deliver on time
Late projects damage client trust and create financial penalties. Delays force teams to rush, leading to more errors and last-minute fixes. Competitors that meet deadlines reliably gain an edge, while those that don't lose business.

Unmanaged risks: Issues escalate into major disruptions
Small inefficiencies, left unchecked, become full-blown crises. A minor scheduling conflict turns into a project bottleneck; a delayed approval derails an entire launch. Without clear oversight, risks compound until they force costly emergency fixes.

Operational inefficiency: Disconnection creates chaos and slow progress
Siloed departments, outdated tools, and fragmented workflows make even simple tasks take longer than they should. Teams duplicate efforts, communication breaks down, and progress stalls while waiting for missing information or approvals.

Resource bottlenecks: Overbooked or underutilized teams
Some employees are overloaded while others sit idle. Poor allocation wastes skilled labor and leads to burnout. Businesses either overstaff to compensate or run understaffed, increasing turnover and driving up hiring costs.
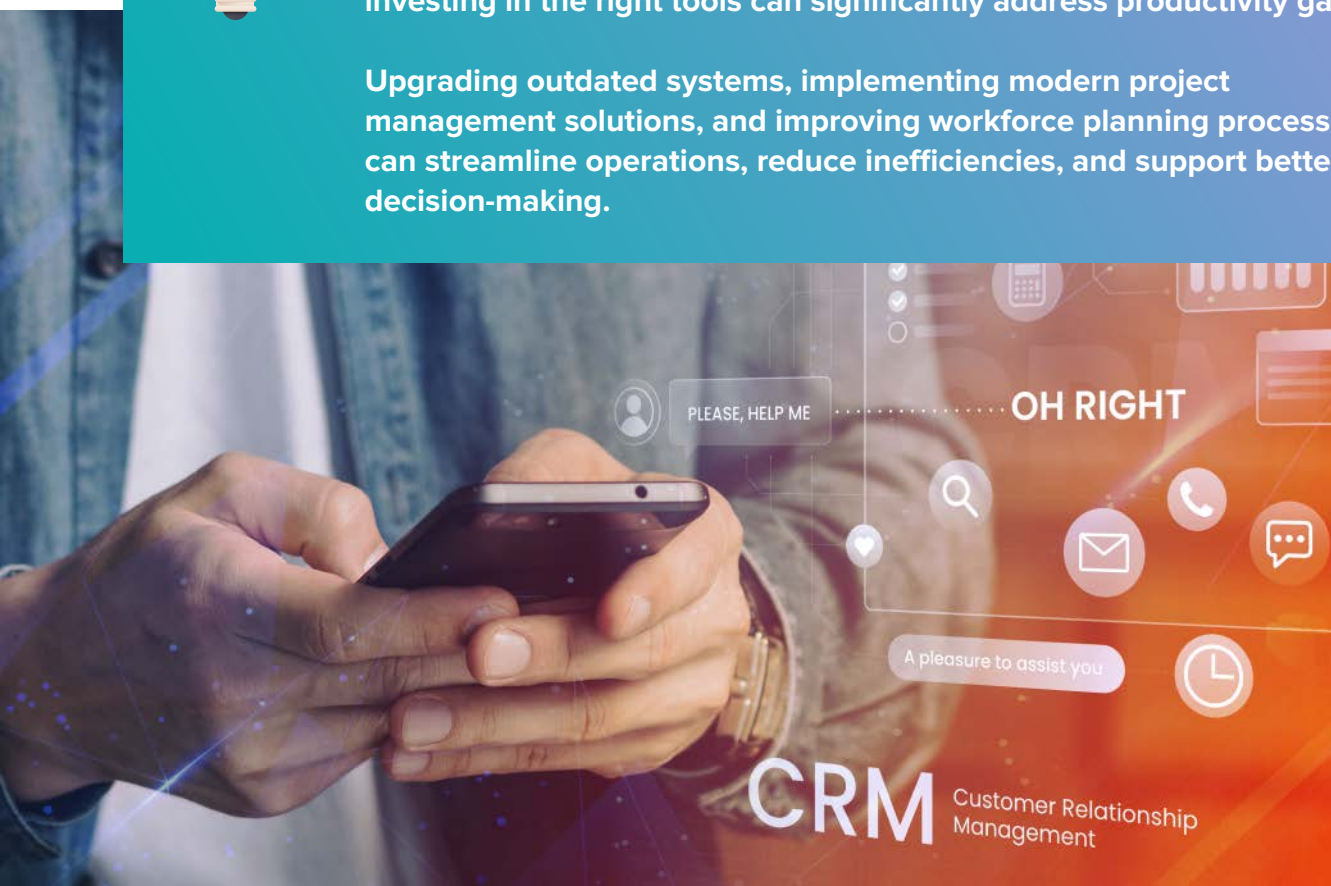
Lack of visibility: limited insights into performance
Without real-time data, leaders make decisions based on guesswork. Bottlenecks go unnoticed, inefficiencies persist, and planning becomes reactive instead of strategic. Without a clear view of performance, businesses fail to adapt before problems spiral.

While software alone may not solve every organizational challenge, investing in the right tools can significantly address productivity gaps.

Upgrading outdated systems, implementing modern project management solutions, and improving workforce planning processes can streamline operations, reduce inefficiencies, and support better decision-making.

Overview: Low vs. high productivity

Several studies and reports offer insights into the financial and operational differences between companies with high and low productivity. The following table is a simplified way to compare the outcomes based on the level of productivity:

Impact area	Low productivity	High productivity
Revenue and costs	Unpredictable expenses, lost contracts, and stalled projects eat into margins	Consistent revenue streams, optimized costs, and greater profitability
Deadlines and delivery	Frequent delays, rushed work, and missed commitments damage trust	Reliable execution, satisfied clients, and a competitive edge
Risk management	Small inefficiencies escalate into costly disruptions and emergency fixes	Proactive issue resolution prevents major setbacks
Operational efficiency	Disconnected teams and outdated tools slow progress and cause duplicated efforts	Streamlined workflows, faster execution, and reduced wasted effort
Resource utilization	Overburdened teams burn out while others remain underutilized	Balanced workloads, higher engagement, and better retention
Visibility and insights	Leaders rely on guesswork, leading to reactive decision-making	Real-time data enables strategic planning and continuous improvement

Sources: McKinsey Global Institute's Report on Productivity Growth; Deloitte's Global Human Capital Trends Report; various PwC reports on productivity and transformation

Checklist: How can you spot productivity gaps before they cost you?

✅ Outdated technology and inefficient systems

- Observe workflows and processes
- Check for outdated software

✅ Inefficient project planning and management

- Assess communication and collaboration issues
- Check key performance metrics (KPIs)
- Optimize resource allocation
- Review project visibility and tracking

✅ Poor workforce management

- Identify time tracking gaps and inefficiencies
- Get direct employee feedback

Which industries worldwide struggle with productivity?

No matter the sector, businesses rely on smooth operations to stay competitive. From consulting firms to manufacturers, keeping projects on schedule, managing resources effectively, and reducing waste are universal goals.

Yet, some industries face bigger obstacles than others, and in each case, inefficiencies lead to missed deadlines, wasted resources, lost revenue, you name it.

Productivity challenges may be widespread, but their causes – and solutions – vary by industry. Understanding the unique struggles of each industry is the first step toward finding the right solutions.

Let's take a closer look at where productivity gaps hit hardest:

⚙ Professional Services

Challenges:

- Lower billable hours due to inefficient use of consultant time

- Poor project outcomes or delivery delays

- Client dissatisfaction and potential loss of future business due to subpar performance

Reason:

The industry thrives on maximizing billable hours and ensuring projects are delivered on time. Inefficient time tracking and resource allocation lead to revenue losses.

🏠 Construction

Challenges:

- Project delays and budget overruns

- Inefficient resource allocation leading to wasted time and materials

- Low-quality work, resulting in expensive rework and regulatory non-compliance

Reason:

Construction projects are highly time-sensitive and require precise project and resource management. Low productivity directly impacts deadlines and costs due to inefficient coordination or tracking.

⚡ Energy & utilities

Challenges:

- Outdated technologies and inefficient systems can lead to increased downtime and maintenance costs, reducing overall productivity.

- Companies focusing on capital discipline may limit investments in new technologies or expansion, potentially hindering growth and innovation.

- Inefficiencies can slow down the adoption of renewable energy sources, affecting efforts to reduce carbon emissions and combat climate change.

Reason:

Productivity challenges in the energy industry stem from outdated technologies, market volatility, and regulatory pressures. Aging infrastructure and inefficient systems lead to frequent breakdowns and high operational costs, while fluctuating oil prices and uncertain demand often restrict investments in innovation. Additionally, evolving environmental regulations require costly adjustments, further impacting efficiency and long-term productivity.

Manufacturing

Challenges:

- Increased costs due to wasted materials, machine downtime, and inefficient processes.

- Reduced output leading to missed sales targets and production deadlines.

- Quality issues from inconsistent work patterns and poor resource allocation.

Reason:

Manufacturing relies on tight schedules, precise measurements, and high volume. Any inefficiency (e.g. untracked machine downtime or underutilized workers) leads to significant delays and cost increases.

Logistics and transportation

Challenges:

- Outdated logistics systems drive up fuel, labor, and maintenance costs.

- Delays and capacity constraints disrupt trade and slow deliveries.

- Poor infrastructure planning and aging facilities limit efficiency.

Reason:

Many companies rely on outdated tracking methods, making infrastructure planning slow and inefficient. Without real-time data, adapting to demand and minimizing downtime is difficult. Driver shortages and strict regulations add further delays and costs.

Products developed for your business: the proMX 365 Productivity Suite

If bad software decisions can slow a business down, the right ones can turn things around. But fixing productivity isn't about adding more tools at random — it's about replacing fragmented systems with one that actually works.

Right now, too many businesses rely on disjointed platforms that don't communicate. Employees waste time manually transferring data, searching for lost information, or switching between apps that weren't built to work together. The result? Missed deadlines, costly errors, and teams drowning in inefficiency.

The solution isn't just another app — it's a system that connects everything in one place. The proMX 365 Productivity Suite is designed to reduce friction, eliminate redundancies, and streamline everyday work. With it, businesses don't just regain lost time — they create a work environment where productivity happens naturally, not as a constant uphill battle.

Built as an extension of Dynamics 365 Project Operations, the proMX 365 Productivity Suite strengthens project management by addressing common gaps. It provides tools for precise resource allocation, accurate time tracking, and structured absence management — areas where standard solutions often fall short.

Instead of forcing teams to work around software limitations, these extensions adapt to real business needs. Projects stay on track, decision-makers have clearer insights, and work moves forward without the delays and confusion caused by disconnected systems. Rather than adding complexity, this suite ensures that productivity is built into everyday operations.

proMX 365
Project Portfolio Management

What is it?

Project Portfolio Management is designed to help organizations effectively and efficiently manage their project portfolios, make strategic decisions, optimize resource allocation and ensure that projects align with their business objectives.

What can you do with it?

01

Demand management:
A structured approach to evaluating external project requests allows for a comprehensive assessment of effort, costs, and associated risks. The transition from project proposal to execution has never been faster.

02

Financial management:
Financial forecasting equips organizations with the insights needed to make informed choices about project prioritization, resource allocation, and more. The 2D or 3D matrix for risk management ensures a deeper understanding of potential risks, and lets you implement mitigation strategies.

03

Plan comparison:
Easily compare multiple project plans to assess variations in scope, timeline, and resource allocation. Identify the most efficient approach by analyzing potential trade-offs and ensuring alignment with business priorities.

04

Program and project management:
Integrate a range of initiatives into your overview, and ensure the alignment of both individual projects and larger-scale programs with your organization's strategic objectives.

05

Resource management:
Make sure you plan and allocate resources strategically, and distribute tasks efficiently, ensuring that high-impact initiatives receive the attention and resources they deserve.

06

Scenario planning:
Model different project scenarios to anticipate risks, assess feasibility, and prepare for uncertainties. Test various strategies before committing resources, ensuring informed decision-making and adaptability.

3 great advantages of
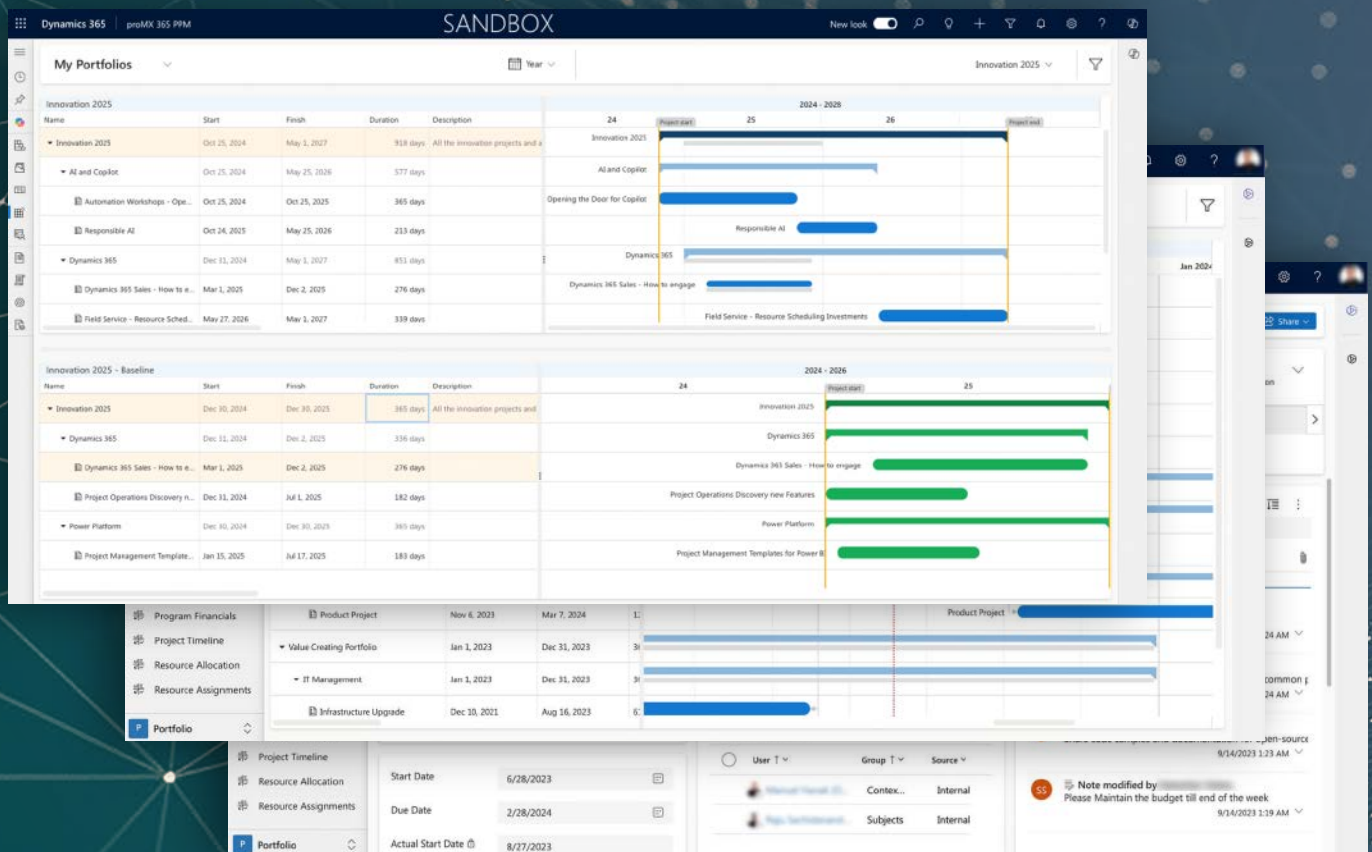# Project Portfolio Management

Centralized
overview

Data visibility

Improved
planning

proMX 365 Time Tracking

What is it?

Time Tracking is an app that extends Dynamics 365 Project Operations with time and expense tracking functionalities. The app helps project managers document their working times, tasks and expenses for projects more easily, faster and less complicated — from anywhere at any time.

What can you do with it?

01 **Time tracking:**
Create time entries to track the date and duration of your work effort. You may as well add a description and choose if your work is billable or not. You cannot only track your working times, but also your vacation and bank holidays. In the calendar view the booking categories are displayed in different colours to give you a quick overview.

02 **Expense tracking:**
You can track any expenses that come up in a work package easily and quickly with the help of Time Tracking. You have the opportunity to choose between different types of expenses and pick the payment date. By assigning the correct name and adding a description to your expenses the project lead or accounting department won't have to get back to you with too many time-consuming questions.

03 **Submission:**
All bookings — whether it's working time, vacation time or expenses — will always be created as a draft that you can edit until you decide to submit them. Submitting your working times only takes one click. In order to save time, you can submit more than one entry at the same time. Oops, you found a mistake? No worries, you can also withdraw your bookings.

04 **Summary:**
Time Tracking also helps you to keep an overview over your submitted times. You'll be able to instantly access analyses of your bookings created within a set time frame (day, week, working week, month). From the charts you'll be able to see whether you reached your goal and to view time entries and expenses sorted by type.
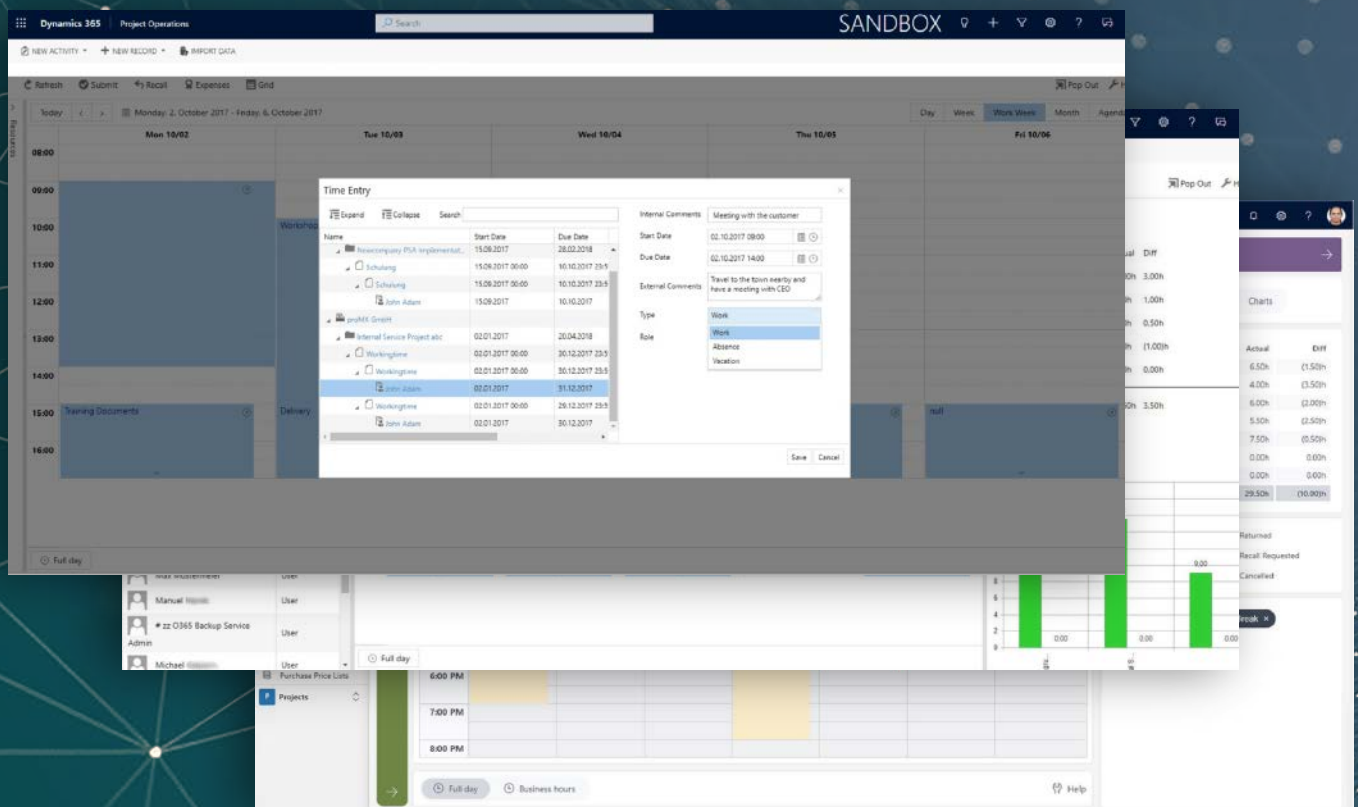
3 great advantages of Time Tracking

Easy and fast time and expense tracking

Precise start and end times of tasks can be documented

Fewer mistakes in bills and reports

proMX 365
Mobile Time Tracking

What is it?

Mobile Time Tracking is an app for smartphones, tablet and desktop, that lets you record your working times from anywhere. But it is more than just a mobile application to track your times.

Mobile Time Tracking is synchronized with the Microsoft app To Do and with your Outlook calendar. The latter helps particularly employees with busy schedules to track their working times faster and more precisely.

What can you do with it?

Mobile Time Tracking not only allows you to track your times more efficiently, but also to keep track of current projects:

01

Outlook synchronization:

The app shows you all entries from your Outlook calendar. Appointments that you haven't accepted yet are marked with a blue and white line. With just a few clicks you can book them as time entries. Date, time, duration and title of the booking are imported from Outlook automatically. Simply select the right project and task, add a comment if you like, and your time entry is ready.

02

Connection with Microsoft To Do:

Do you use the Microsoft app To Do to create and manage to-do lists? In that case you can see your notes from there in Mobile Time Tracking, too. Tasks that you tick off here are marked as done in To Do. The other way around, you will only see your open tasks in the mobile app.

03

Project overview:

Besides all your appointments, Mobile Time Tracking also shows you a list of all projects you are involved in. An overview tells you who else is part of the project team, how many hours you have already booked on a certain project and when you will reach the next milestone. Furthermore, you see how many hours you have already saved as time entry drafts for the current week and how many you have already submitted.

04

Editing:

As long as bookings are in draft state you can correct them anytime. Even submitted entries you can recall. Of course, you can also create time entries from scratch that are not based on Outlook appointments.
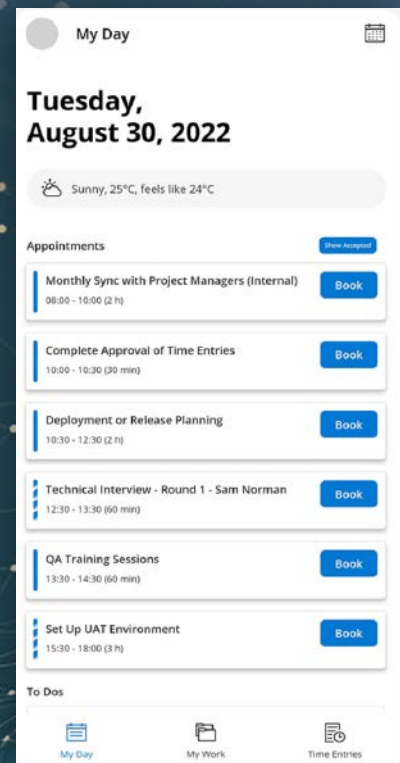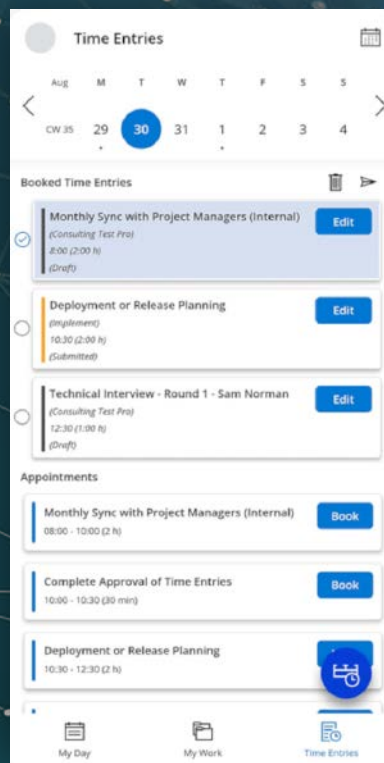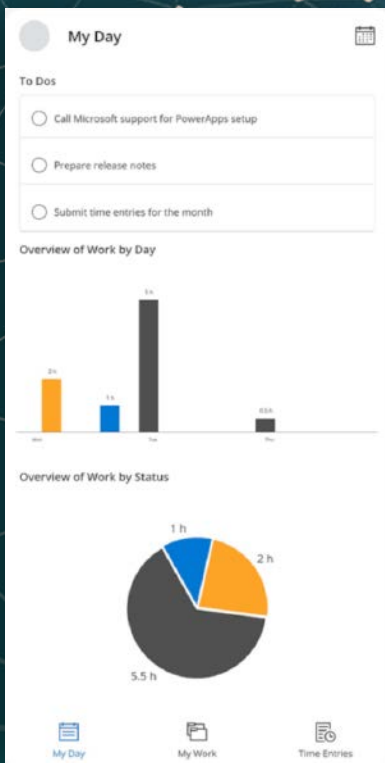
3 great advantages of
Mobile Time Tracking

Quick time tracking thanks to synchronization with Outlook calendar

Overview of current projects

Microsoft To Do lists at hand at all times

proMX 365
Absence Management

What is it?

proMX 365 Absence Management offers a comprehensive platform for tracking and managing employee absences within the Microsoft Dynamics 365 environment, with various absence types, including vacation, sick leave, and public holidays.

It features real-time synchronization, customizable approval workflows, and a user-friendly graphical calendar.

This solution enhances resource planning and boosts overall workforce productivity.

What can you do with it?

01
Absence tracking:
Including vacation, public holidays, sick leave, business closures and other types of leaves / All employee absences are managed in one place / Availability for other resources, like equipment

02
Microsoft integration:
Automatically integrated into resources work hours calendar, reflecting across multiple modules of Dynamics 365 / Changes or updates are immediately synchronized preventing discrepancies between different systems and ensuring accurate resource planning

03
HR-specific features:
Specific security roles to bypass approvals or make system-wide changes / Interactive vacation planning for teams and comprehensive absence management

3 great advantages of
Absence Management

Keep track of non-working times

Define business closures or time offs for different groups

Control over holiday requests and allowances

proMX 365 Core

What is it?

In case you wish for additional features for Microsoft Dynamics 365 Project Operations proMX 365 Core is what you need. It is a kind of toolbox with tools to extend Project Operations. That way you can complement and individualize the software as you see fit.

What can you do with it?

The features of proMX 365 Core for Project Operations cover the entire process from planning to management and controlling of projects. They include, but are not limited to:

01

Project management:
The multi-project and multi-customer view with Gantt diagrams help you to monitor project progress and never lose sight of milestones. To make sure that the representation reflects reality, you can effortlessly set up different types of dependencies between project tasks.

02

Resource planning:
The app for resource planning gives you an overview of the capacities of your team members across projects. This helps you to plan better and more sustainably.

03

Project controlling:
Various features support you with always staying on top of the most important numbers to avoid negative developments continuing unnoticed. For example, there are additional fields within the project entities for project KPIs and statistics (different project types, customer satisfaction, etc.). proMX 365 Core also provides you with detailed real-time data regarding budgets, time tracking, resources and pipeline data.

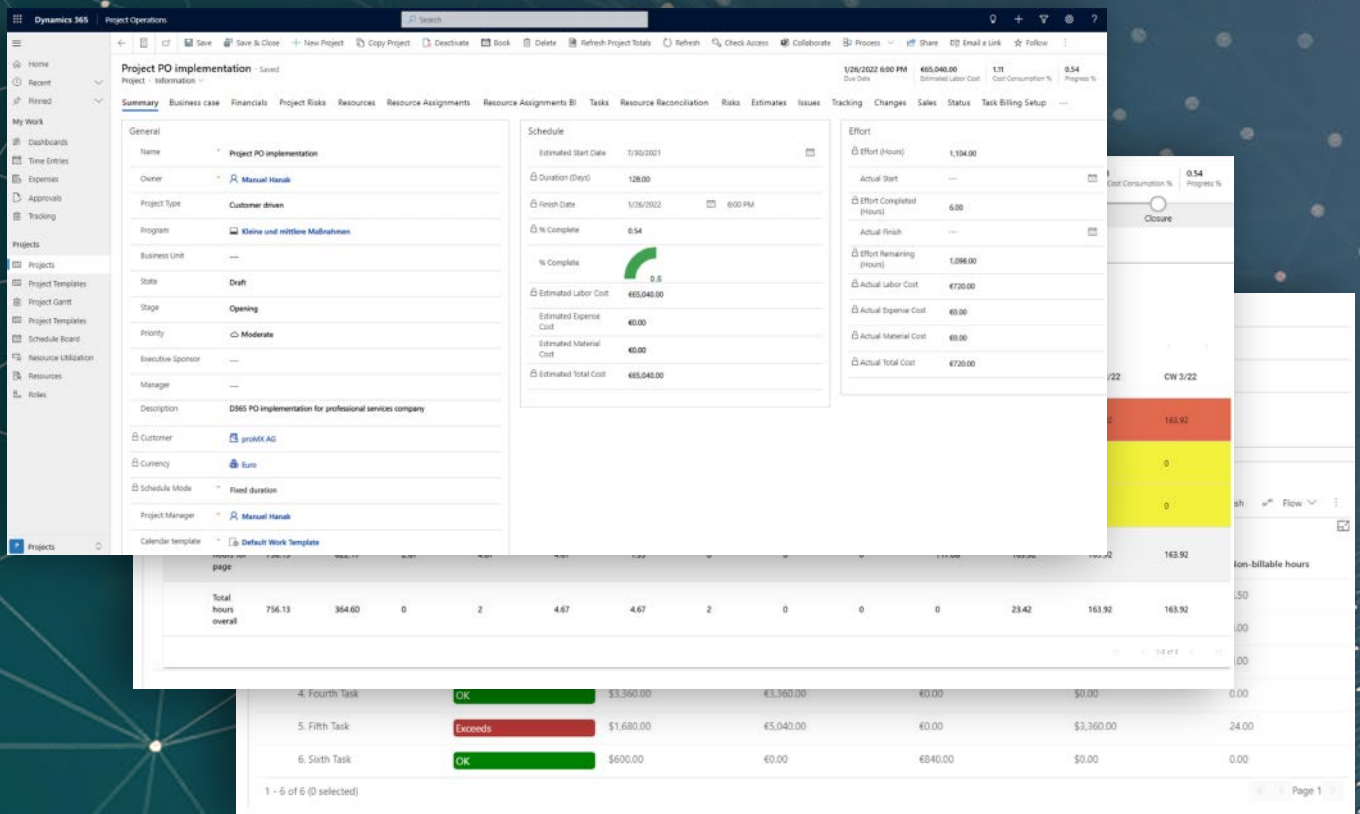# 3 great advantages of
proMX 365 Core for Project Operations

Individualization of Project Operations possible

Creates a customized project management solution

Comprehensive detailed project controlling

Customer stories: How have businesses transformed their productivity?

Employees: 200+
Industry: Architecture & construction
Country: USA

The company is a fully integrated architecture and engineering firm that brings architects, engineers, and documents together. It offers services in architecture, MEP engineering, and more.

Building on their familiarity with proMX's Gantt and Time Tracking solutions, proMX implemented proMX 365 PPM as their new, flexible solution for project portfolio management.

Challenge
The client struggled with a lack of visibility into their project portfolio and relied on inefficient workarounds across departments. Resource management was handled at the task level, and the company needed better collaboration and data integrity.
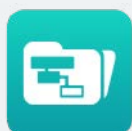
Solution
proMX 365 Project Portfolio Management provided the firm with a centralized platform and customizable features to manage projects more effectively. A hierarchy was established to organize main projects and sub-projects, enabling resource management at the project level.

Key benefits

- Flexible, customizable solution that addresses the company's specific needs
- Enhanced project portfolio management with better reporting capabilities
- Clean, unified data that improves collaboration

proMX solution:

proMX 365 Project Portfolio Management (PPM)

Project Portfolio Management

Employees: ca. 100
Industry: Professional Services
Country: Norway

The client is a fellow Microsoft partner specializing in Microsoft Dynamics 365 and focusing on digital transformation to enhance marketing, sales, and support processes.

proMX implemented proMX 365 PPM as new project portfolio management solution to enhance Dynamics 365 Project Operations.

Challenge

A fellow Microsoft partner faced a gap in portfolio management within Dynamics 365 Project Operations. Their existing processes depended heavily on portfolio management, which wasn't fully covered by the standard functionality. Therefore, they sought a flexible, out-of-the-box solution to enhance PO.

Solution

proMX 365 Project Portfolio Management addressed the company's portfolio management needs. The solution offered out-of-the-box functionality with flexible customization options and aligned with the company's processes.

Key benefits

- Advanced portfolio management capabilities

- Flexible out-of-the-box adjustments

- Seamless integration with existing processes

- Quick implementation

proMX solution:

proMX 365 Project Portfolio Management (PPM)

Project Portfolio Management

Conclusion

Most businesses acknowledge that productivity matters. They implement new tools, streamline workflows, and push employees to work smarter. The expectation? That these improvements will keep operations running smoothly and maintain competitiveness.

Yet, despite these efforts, inefficiencies persist. Outdated systems slow teams down, poor planning derails projects, and workforce management issues drive up costs. Industries like construction, professional services, energy, manufacturing, and logistics face deeply ingrained productivity challenges that cannot be solved by simply working harder. Companies still lose vast amounts of time and money due to fragmented processes and outdated digital infrastructure. Businesses that fail to address these problems strategically risk falling behind.

Real productivity gains don't come from isolated fixes; they come from a deliberate, system-wide approach. Companies that identify bottlenecks, implement the right digital tools, and create structured, adaptable workflows set themselves up for long-term success.

The businesses that thrive aren't just efficient – they are strategic about where efficiency matters most. As industries evolve, those that rethink their approach to productivity won't just keep up; they'll set the standard for the future.

How can you start improving your productivity today?

You have read our whitepaper and gained valuable insights. But how can you now put this knowledge into practice within your company?

Know where you stand

Before improving productivity, you need a clear view of what's slowing you down. Which processes waste time? Where do bottlenecks appear? proMX helps identify the biggest inefficiencies so you can focus on the areas that will make the most difference.

A plan that fits

A generic strategy won't fix real business problems. That's why we work closely with you to build a plan that actually fits your needs. Our team brings expertise in digital transformation and process optimization.

Implementation that works

Ideas don't change businesses – execution does. Whether it's upgrading technology, improving workflows, or training your team, we focus on solutions that actually improve efficiency. Our process ensures a smooth rollout with minimal disruption and maximum results.

Claim a free 2-hour discovery call

BOOK NOW

Contacts

We offer a helping hand!

The ideal Microsoft partner is not only an expert in theory and technology but also in its customer's industry. Our consultants are familiar with the processes, priorities and challenges of different sectors. Contact us!

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