



People & Talent Management for Professional Services

ERPx capability overview

Know who you have. Know what they can do. Know who might leave.

Unit4 ERPx gives the VP of People at a professional services firm the integrated workforce intelligence to make decisions on current data, connecting skills, utilization, engagement, and project demand in a single platform.

In professional services, your people are the product. Not your brand, not your technology — your people. Every margin point, every client relationship, every competitive bid comes down to having the right skills, available at the right time. But most VPs of People are navigating this on second hand data; skills registers that lag behind reality, utilization numbers that live in the Project Management Office, and engagement signals that only surface in exit interviews.

Generic HR systems were not built for this. They give you great people data, but they have no idea how your people are actually deployed on projects. Unit4 ERPx connects your HR data with project delivery and finance in one platform — so your workforce decisions are built on what is actually happening in the business, not what was true last quarter.

Challenges facing your people function

Skills data nobody trusts

Your competence records are out of date because nothing has ever depended on them being current — until a client asks for expertise you might have, and you have to find out by asking around.

Utilization numbers that belong to the PMO

You are accountable for workforce health, but the data lives somewhere else. You get a spreadsheet, monthly if you are lucky — and no way to interrogate what is behind the numbers.

Headcount decisions triggered by Sales, not strategy

A deal is won and then someone calls HR. There is no pipeline visibility — just a reactive scramble to find people for an engagement that starts in three weeks.

Retention risk you only see in exit interviews

Your best consultants are the most over-stretched. By the time you know they are disengaged, they have already decided to leave.

Skills gaps discovered after you needed them

You are making hiring decisions for skills you needed six months ago.

People costs that don't reconcile

Finance has one answer for what your workforce costs. Projects has another. Neither matches the headcount plan you submitted to the board.

A complete picture of your workforce

Across the entire employee lifecycle

Unit4 ERPx connects every stage of the employee lifecycle with your project pipeline and financial data, in a single platform, with zero reconciliation overhead.

Phase	What it covers
Attract & Onboard	Position management, vacancy tracking, integration with leading ATS solutions, competence profiles, structured onboarding workflows with new hire objective tracking
Plan & Deploy	Skills matching, resource planning, availability and bench visibility, project staffing
Develop & Retain	Performance management, succession planning with readiness scoring, engagement surveys, learning tied to skills gaps, compensation review linked to performance
Pay & Comply	Integrated payroll, absence management, statutory compliance across 14+ countries
Understand & Plan	Utilization reporting, workforce gap analysis, headcount planning tied to project pipeline





Core capabilities

Skills you can actually trust

See every skill across the business, not just the ones people remembered to update.

Define the skills that matter per position, then keep them current with manager validated snapshots. Assign required skills to every role to give a consistent view of expectations across the organization. A centralized competence library maps qualifications, certifications, skills, and experience across your entire workforce. Employees maintain their own profiles; managers validate.

Solves: Out-of-date skills records, last-minute scrambles to find the right person, and competence gaps that surface at the worst possible moment.

Resource matching — without the email chains

Connect your skills data directly to project staffing. No parallel systems, no version conflicts.

Unit4 ERPx connects the skills library and availability data in HR directly to project resource planning. Project managers see who is qualified and available in real time. HR sees how people are being deployed across the portfolio. Skills gaps in the pipeline are visible before they become a recruitment emergency — giving you lead time, not a last-minute brief.

Solves: Skills and availability data living in separate systems, creating mismatches, delays, and reliance on institutional memory.

Utilization data that belongs to HR too

Bench, over-utilization, and billable deployment — not just the PMO's data. Yours.

Real-time utilization reporting gives HR a direct view of how the workforce is deployed. See who is underutilized before they disengage. See who is over-stretched before they start looking. The data you need to protect your people is the same data that drives project delivery — and in Unit4 ERPx, it is one data set, not two.

Solves: HR making people decisions on old or second hand utilization data, with no way to verify or interrogate the numbers.

Workforce planning tied to your pipeline

Know whether you have the skills to staff tomorrow's business, before it's already won.

People administration and headcount planning connect to the project pipeline, giving HR a forward view of skills demand. Spot capability gaps before they become hiring emergencies. Build the business case for investment in skills with data behind it — not gut feel and a headcount spreadsheet. When Sales is building a proposal, HR can tell them whether the skills exist in the business.

Solves: Reactive headcount decisions driven by Sales wins rather than proactive workforce planning with pipeline visibility.

Talent intelligence that catches risk early

Know who is at risk of leaving — and why — before they hand in their notice.

Engagement pulse surveys give people a voice and give HR a signal of employee engagement and flight risk. Performance management surfaces patterns across your population — not just individual reviews. Connected to utilization and project assignment data, you can see the relationship between over-deployment, project fit, and disengagement — and act on it while there is still time.

Succession planning that keeps delivery running

For professional services, losing a senior consultant or practice lead isn't just a people problem, it's a revenue risk. Succession planning connects competency gap analysis directly to your key positions, showing which successors are ready now and which need development time. You see the gap before it becomes a vacancy. Connected to project delivery data, compensation, and engagement programs relevant to job roles - not just grade and tenure.

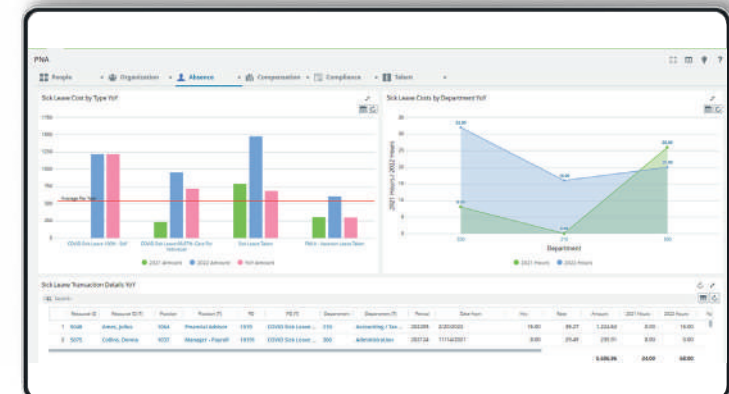
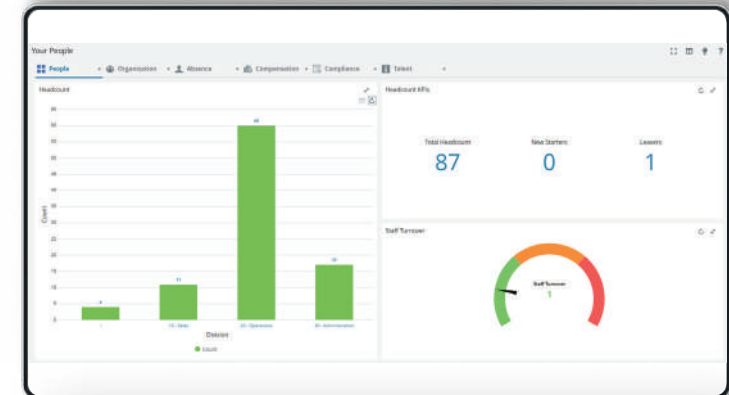
Solves: High performer attrition that only shows up in exit interviews, and engagement programs irrelevant to actual job roles.

Learning tied to the skills gaps that matter

Learning experience that accelerates skills development.

Empower your consultants with personalized learning that adapts to their role, project context, and evolving business needs. Deliver dynamic skill development paths that update in real time, embed learning directly into the flow of work, and offer the right formats, from quick microlearning to deep specialization, exactly when needed. Turn every moment into an opportunity to build the skills that matter most for client success.

Solves: L&D spend disconnected from business-critical skills needs.



Absence visibility that feeds your planning

Know who is really available — before projects get planned around people who aren't.

Absence management integrates with project planning and payroll, so leave and sickness are reflected automatically in resource availability, timesheets, and cost. Absence patterns surface in reporting, flagging engagement and wellbeing risk before they become operational problems. Before approving holiday requests, managers can assess the potential impact on project timelines, catching conflicts before they become delivery problems.

Solves: Resource plans that ignore absence, scheduling decisions built on inaccurate availability, and wellbeing patterns that go unnoticed until they escalate.

People costs that reconcile — first time

One answer for what your people cost. In HR, in Projects, and in the GL.

Payroll integrates directly with project costing and the General Ledger. Cost rates flow from people data into project budgets automatically — every pay change reflected without manual update. Finance, HR, and project delivery all see the same number. No more conflicting answers when the CFO asks how much your headcount is costing the business. Payroll Navigator includes AI-driven anomaly detection that automatically flags unusual patterns before they become errors, so payroll runs with confidence, not manual line-by-line checking.

Solves: Conflicting people cost data across HR, Finance, and delivery — and the reconciliation overhead that comes with running them in separate systems.

AVA — enhance your work with a trusted advisor

A trusted partner for your people team, available the moment they need answers.

Ava is Unit4's advanced virtual agent, embedded across ERPx. Ava Performance Insights analyses performance conversation data to surface development suggestions and highlight patterns across your team, giving managers context for meaningful conversations, not just review scores. HR teams and managers get real-time, natural language answers about processes, policies, and system guidance without raising a ticket or leaving their workflow. Employees can query their payslip and absence entitlement or directly submit absence requests, reducing routine queries to HR. Accessible directly within Microsoft Teams or the ERPx platform.

Reduces: HR admin burden from routine employee queries, onboarding friction, and dependency on IT for day-to-day process guidance.



Real results for people-driven organisations

Qvantel | Digital Technology | Global | Finland



in operational efficiency after replacing 10 fragmented systems with a single platform



with full HCM suite deployed in under one year — consolidating time and attendance, HR master data, lifecycle management, expenses, project allocation, and talent management



through a unified people experience
“We achieved rapid results by replacing multiple people systems with one platform. This was a huge change for us, and the entire suite was implemented in less than one year.”
Jussi Eskelinen, Head of HR, Qvantel



Stronger together

The full Unit4 ERPx suite

Function	Value for the People function
Project Management	Real-time visibility of how every person is deployed — utilization, project fit, bench status — without waiting for the PMO to run a report
Financial Management	Payroll costs post directly to the GL; people costs in project budgets match the HR record — one source of truth, no reconciliation
Procurement	Know when you're reaching for an expensive external resource you could replace with bench talent
Expense Management	Employee expenses coded to projects automatically; reimbursements processed without manual HR involvement
FP&A	Workforce cost scenarios and headcount planning built on live operational data — not disconnected HR spreadsheets (available as enhancement)
Business Intelligence	Self-service people dashboards, utilization reporting, and skills analytics for HR leaders and line managers

Built for Professional Services — out of the box

Unit4 ERPx includes a **Professional Services Industry Model** — pre-configured best practices that reduce implementation time by up to 50% compared to a greenfield deployment.

Industry verticals

Management Consultancies

Skills taxonomy mapped to service lines, utilization-driven resourcing, performance-to-compensation linkage.

IT & Software Consultancies

Global competence management, tech skills mapping, bench optimization across geographies.

Architecture, & Engineering

Certification and compliance tracking, project-specific skills deployment, multi-entity workforce planning.

Business & Professional Services

Engagement risk management, SLA-linked staffing, people development driven by client delivery.

Why Unit4 ERPx for your people function

Skills and projects in the same system — Your competence library is live in the same platform as resource planning. No integration cost, no data lag, no version conflicts between HR and the PMO.

Utilization data you own — Not second hand from delivery. Real-time, directly accessible, and connected to the engagement and wellbeing signals that tell you what the numbers actually mean.

Workforce planning with pipeline visibility — See the skills demand your project pipeline creates before Sales has already committed to it. Lead with data, not with hiring scrambles.

Retain the people who matter — Engagement signals, performance patterns, and deployment data in one picture. Know who is at risk before they decide to leave.

People costs that close with Finance — Payroll, project costing, and the GL on one data model. The CFO and the CHRO have the same answer — always.

Performance linked to reward — Compensation review sits in the same platform as performance outcomes and project data. Pay decisions are built on what people actually delivered.

Mid-market built, globally ready — Localized for 14+ countries, right-sized for organisations between 200 and 5,000 people — compared to systems built for large enterprise organizations.

Discover how Unit4 ERPx gives people leaders in professional services the intelligence to lead their workforce, not just administer it. Speak to your account manager or [visit unit4.com](https://unit4.com).

