

The marketplace for professional services is changing quickly, driven by new technologies and customer demands. Integrated software solutions have been commonplace in manufacturing and distribution organisations for decades. Professional Services Automation brings a comparable level of integration to the Professional Services Organisation.



Introduction

time@work provides service organisations with the tools, data and processes needed to run a successful, efficient and profitable business.

- Time and Expense Recording
- Billing
- Budgeting/Forecasting
- Resource Planning
- Project Management
- Financial Accounting
- Management Reporting
- Customer Integration

Whether you operate in a single country or globally, in one language or in many, in one currency or in multiple currencies, time@work can integrate your processes and bring you the benefit of complete control.

- Multi-company
- Multi-currency
- Multi-language

Flexibility

time@work is designed to meet the needs of a wide range of service organisations through unparalleled flexibility and configurability.

- IT Services
- Consulting
- Engineering
- Legal Practices
- Accounting
- Financial Services
- Advertising
- Public Relations

Over Servicing Of Clients

Most PSO's either exceed agreed service levels or do not charge for all services provided. time@work allows you to identify and track the customers, projects and employees responsible so that corrective action can be taken.

Managing Growth

Expanding businesses require flexible, scalable solutions. We offer world-class analytical functionality with a low footprint and industry standard XML based integration.

Business Processes

time@work's unique design provides the foundation for time and expense capture, billing, planning, budgeting and employee allocation.

- Quotation

- Estimate project fees and costs during the sales process.

- Planning

- Project Planning - Develop a Project Plan in MS Project, assigning Tasks to Employees or Roles.
- Revenue Planning - Where revenues are fixed or periodic or triggered by milestones enter planned invoices for a Project.
- Budgeting - Import your MS Project plan and develop a precise budget for your project fees and costs.
- Resource Planning - Assign Employees to Project Roles on the basis of skills, roles and availability, informing them of allocations by email, and updating their time@work and MS Outlook diaries.

- Recording

- Time Recording - Record your time against Projects using a browser or offline client. Forward timesheets for authorisation by your line manager.
- Recording Expenses - Record out-of-pocket, billed and allocated expenses against Projects. Forward expense forms for authorisation by your line manager and for review by your accounting staff.

- Approval

- Approve time and expenses, project by project, through the Professional Services Workbench and provide this mechanism for your customers through the Customer Services Workbench.

- Billing

- Invoice your customers on the basis of work in progress, or alternatively assign work in progress to your planned or periodic invoices or invoices you've already billed upfront.

- Cash Collection

- Transfer out-of-pocket and other expenses, invoices, or work in progress balances or any other transactions with accounting implications to your chosen accounting system.

- Reporting

- Use the time@work internal report generator to inquire on time, expenses, work in progress, discounts and invoices from the time@work Project Ledgers.



The Benefits

- Revenue

- time@work brings you increased utilisation through the optimal allocation of staff to projects on the basis of skills and roles, regardless of

location or the company they work for.

- time@work enables accurate time and expense recording and the precise tracking of work in progress. With time@work you can be sure that you've invoiced all the work that you've done.
- time@work enables you to price appropriately for each client, project, activity and employee. Sophisticated pricing algorithms get you the best value for your work.

- Cash Flow

- time@work makes your billing fast, accurate and comprehensive. Faster and more frequent bills mean faster cash.

- Cost

- Reduce the time it takes to issue your bills.
- Cut down on double entry - time@work ensures a single point of entry for your data, whether these are expenses, timesheets or invoices.
- Fully flexible transfer of transactions and analysis to your chosen financial system.

- Control

- Know exactly where you're making or losing money. Whether your project revenues are based on time and materials, are fixed price, periodic, or combinations of these, you can find out what activities, tasks, projects, clients, or departments, are bringing you the best return on your time.
- Know exactly where you're hitting the highest utilisation, realising the most revenue, and getting closest to the fee rates you've planned. Using time@work you can measure the performance of your company, and set targets and bonuses to motivate your staff.
- Slice and dice your business data using time@work's multi-dimensional analysis. Know exactly what your business is doing from all possible points of view.

- Use time@work to determine how much of your fixed-price revenue you can recognise using estimated time to completion for a project.
- Use time@work to keep track of your long-term forecasts and monitor your company's performance against them.

- Client & Employee Relationship

- Keep your clients informed using time@work's Customer Services Workbench.
- Involve your clients in time and expense approval.
- Use time@work's to keep your staff informed of Project allocations and other outstanding tasks.

- How well do budgets reflect reality?
- How much time do staff spend on administration?
- Are you over-servicing clients?
- How easily can you measure utilisation?
- Can you bill all the time that you've spent?
- How easily can you get management reports?
- Do you know what your people are doing?
- Can you match staff skills to projects?
- Which projects are losing you money?
- How much information do you lose in re-keying?
- Have you billed all rechargeable expenses?
- How much are you paying for inefficient processes?

Rapid ROI

Solutions such as time@work bring a rapid return on investment through the optimal allocation of human resources, the elimination of unbilled activity, the timely and accurate billing of accumulated or contracted fees, tight financial control and the provision of critical management information through up-to-the-minute reports.

'Professional Services Organisations (PSO's) have long been the 'Cinderella's' of the business world in terms of totally integrated, out-of-the-box packaged, application software solutions. This is due, in part, to the complex management issues inherent in both small and large projects that create problems for many PSO's. People and time are critical elements in any project, therefore the ability to allocate the correct level and skill of human resources, as well as analysing information that enables managers to keep tight control on the work content – and, therefore, all relevant costs over the total period of the project are vital.'

- Butler Group