AT A GLANCE

Overview: time track and bill system

Customer Profile: Australian business consulting firm

Industry: IT consulting

Key Challenge: efficient time-tracking and client billing system

Aestiva's Solution: electronic Time Sheet and Invoicing system built on **Power Office**

Results: 24/7 client access to time worked, time-savings, better customer support, better management oversight

- Users: 50
- Delivered: in 45 days
- Cost: under $15,000

Time and Invoicing System

THE CHALLENGE

A consulting organization with staff located at remote client locations needed a way to better manage its consultants' time and billing. A paper-based approach consumed a lot of staff and client time. It was prone to errors and a lack of management oversight.

The situation was complicated in that each client needed to approve time worked on its projects, but consultants could move back and forth between multiple clients. Consultants' time contained information on project work across multiple clients yet their time needed to be approved by each client, without one client seeing the time of another.

The firm wanted the ability to perform extensive trend analysis of time spent by its consultants, with the flexibility to create customized reports. It also needed the transparency of an audit trail on all transactions, and various user security profiles and filters of displayable information. This included screens for the firms' clients to see activity and billable hours on their account, and other screens for consultants to update, review, and approve their time-billings before releasing the data to clients.

THE AESTIVA SOLUTION

Aestiva's Production Department assembled a **Power Office** system with two electronic forms to fit the consulting firm's business process. Consultants fill out a **Time Worksheet**. Upon submission, the **Time Worksheet** automatically generates **Time Sheets** for specific clients. Each **Time Sheet** automatically flows to the appropriate customer for approval. Once **Time Sheets** are approved, an invoice tool generates client-specific invoices incorporating the **Time Sheet** information.

The firm now benefits from a system that:

- Gives clients 24/7 access to their consultants' time and invoice information via the web.
- Saves time for consultants, management and clients - while reducing billing questions, errors, and discrepancies.
- Gives management greater ability to oversee its operations, answer client questions, resolve client disputes, and audit its operations.

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