

Case Study: Ernex Marketing Technologies Inc.

"As we began to use the system and customize reports for our particular needs (a nice strength of Web TimeSheet!), we had several cases of 'How do I ... ?' and 'Do you think I could...?'. Replicon's customer support was friendly, helpful, knowledgeable and responsive in clarifying ways to do things, and even suggesting things we had not thought of."

- Alta, Senior Project Manager,
Ernex Marketing Technologies Inc.



Type of Business: Marketing

Uses Web TimeSheet for: Tracking time and daily activities

Corporate Headquarters: Vancouver, British Columbia

Company Profile

Ernex is a "Loyalty Awards" management company with a diverse list of customers including Nike, Eddie Bauer, Travelodge Hotels, and many more. They provide hosting and management of Loyalty Awards programs to a variety of North American-based hotels, restaurants, retail stores, and banks while interfacing with other major Loyalty Awards providers (Aeroplan, American Airlines, & British Airways).

The Challenge

Ernex had an internal solution for tracking time which they called the "Time Tracker". It was however limited in its application, not very flexible, and required a lot of effort both to use and to maintain. They needed a new solution and recognized that the best approach and the least expensive in the long run would be to go outside their company. They were looking for an established product that was seasoned with the input of a number of user companies, that had evolved into a stable system, had withstood the test of time and had a large number of people using it daily.

The Solution

Ernex looked at several industry leaders and while the software that they reviewed were all good products, Replicon's Web TimeSheet had the advantages of one of the richest feature sets, one of the lowest prices, good

RESULTS SUMMARY

Company

Ernex Marketing Technologies Inc.

Vertical Industries

Benefits Consulting, Networking

Proven ROI

Since using Web TimeSheet, Ernex has:

- Saved time in tracking employees time and maintaining the software, freeing their Finance and IT departments to work on more productive activities.
- Been able to track daily activities allowing them to allocate resources based on time spent on activities.
- Had easy user adoption, ensuring timesheets are filled out on time with little to no monitoring of the process.
- Increased productivity thanks to reports that can be brought up at a glance to see a summary of monthly activities.

Customer Support (as attested to by their references), and an attractive, easy-to-use interface. Coupled with the ability to be Access, SQL, or Oracle-based, and the capability to migrate databases for growth, expand licenses and/or features on-the-fly in a working system, and they had the ideal time and expense tracking system, Ernex was looking for. Ernex liked that the software was accommodating but did not require full project management processes.

Implementing the software was a simple matter of signing up for their account and then just using the software. Thanks to Replicon's thorough and easy to understand documentation, Ernex encountered no "hitches" in the process. Loading their clients, projects, department structure, employee info, etc. was very straightforward.

As they began to use the system and customizing reports for their particular needs, they had several questions. Replicon's customer support was friendly, helpful, knowledgeable, and responsive in answering their questions, and even suggesting things they had not thought of.

The Results

Filling out time reports is not anyone's favorite activity, yet Ernex's employees raved about the software. Managers liked the reporting flexibility and the automatic e-mail reminders that reminded employees about late timesheets and managers about timesheets due for approval. Their Finance department could now prepare bills and do other analysis much quicker and easier than before. An added benefit is that Ernex's internal resources that used to support the old time tracking system are now freed up for more productive activities.

"You might say that we are all 'happy campers'. I have not heard one dissenting voice about the new time and expense management system." said Alta. "Would we buy this software again? In a moment! It is a quality product with great value."

Want to try it for your business?

Sign up for a free trial at www.replicon.com/freetrial or contact us:

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