

Case Study: Golder Associates

"Golder has multinational customers calling with projects in 18 countries to be done in a matter of weeks. We needed to choose a time management system and get it in place in Europe. With Replicon's web-based solution, time entry for our employees hasn't changed. What has changed is the efficiency of our billing and project management processes."

- John Boyd, Vice President of Operations,
Golder Associates



Type of Business: Engineering

Uses Web TimeSheet for: Tracking time for projects, time off and expenses

Corporate Headquarters: Global Offices

Company Profile

Golder Associates is a global group of companies providing earth engineering and environmental science services. With over 2,700 employees in over 84 offices worldwide, they are one of the largest employee-owned engineering and earth science companies in the world. Golder has completed assignments in more than 140 countries.

The Challenge

- Golder needed to more efficiently serve its global customer base
- Manual processes in place for project time tracking and billing were time-consuming and delayed invoicing
- Multiple time tracking systems across Golder's operations made information sharing difficult
- Project managers did not have electronic access to project time reports (held by accounting) so they spent time creating their own time records or had to go through accounting with queries
- Golder needed to keep proven business processes consistent, and demands on billable consultants minimal.

RESULTS SUMMARY

Company

Golder Associates

Vertical Industries

Environmental Services, Oil & Gas
Consulting, Manufacturing

Proven ROI

Since using Web TimeSheet, Golder Associates has:

- Had easy user adoption and integration, eliminating training time for employees.
- Implemented Web TimeSheet globally, eliminating the need for a separate software in different languages.
- Had fast billing cycles, resulting in increased cash flow and cost recovery for each of their projects.
- Obtained more projects from project management tools, such as reporting, project scheduling, time estimates and expense summaries.
- Saved significant salaried time with time tracking tool, such as timesheets, reporting and time off accruals.
- Eliminated the need manually track paper timesheets and reduced data checking, increasing their productivity.

The Solution

- Rapid project time reporting accelerates billing on multi-country projects
- Simplicity of reporting reduces errors in project management and billing
- For project managers and accounting, Web TimeSheet provides real-time access, 365 days of the year, to information on time applied to all projects
- Web TimeSheet provides global access wherever there's an Internet connection

The Results

Ease of Use and Integration with Existing Business Processes and Systems

"One of the advantages of Replicon's solution was the simple graphical interface – it was easy to understand so there was no need to re-educate staff or disrupt time entry by employees." said Boyd. "Golder knew we needed to step up our existing accounting and time management applications - we needed to get a consistent system in place but without changing our business processes. Web TimeSheet had the flexibility to integrate with diverse systems environments in North America and throughout Europe."

Specific features of Web TimeSheet:

- Time entry and time reporting functions of Web TimeSheet match engineering project conventions - no changes to Golder's business processes required for implementation
- Simple graphical interface resembles standard industry timesheet systems - no employee training or disruption in time entry required
- Web TimeSheet was engineered to easily integrate with other enterprise wide software, including accounting or other project management systems

Global Implementation

"Golder is increasingly recognized by its clients as a global company. There are not many of us who can offer services for customers in different parts of the world. The challenge of providing this service is that customers need efficient project delivery supported by systems that are web-based and accessible wherever projects are underway."

Specific features of Web TimeSheet:

- Web-based application provides global access for Golder employees and management
- Global access empowers project managers anywhere in the world, to proactively monitor projects for multinational clients
- Web-based system allows for one standardized time management system across Golder's global organization

Billing Impact

"Golder had internal accounting and time management processes that were very slow on multi-national projects. We needed to speed up billing from multiple operating companies to a client. Replicon's Web TimeSheet helps solve our problem."

Specific features of Web TimeSheet:

- Monthly project summaries expedite, and improve accuracy of customer billing
- Accelerated time entry and invoicing to clients, increases monthly operating cash flow
- Expense account module within Web TimeSheet simplifies cost recovery with clients

- Pre-set project categories for employees to select, increases the accuracy of time submitted and billed.

Project Management Services

"From a project manager's perspective, Web TimeSheet shows how a project is going without involving accounting. A lot of our projects are short ones. If you do not get information on demand, as with Web TimeSheet, then the project could be over before you get a monthly project report from accounting. Precise information is key for project managers to meet client expectations by providing accurate budgets and schedules."

Specific features of Web TimeSheet:

- Automated system eliminates need for project managers to track project time manually
- Real-time viewing of project time accrued alerts project managers to issues in project billing/scheduling
- Web-based system serves project managers and teams in multiple countries
- Restrictions for only the employee to change their timesheet satisfying customer and regulatory requirements
- Capability to attach notes to time entered

Quantifying the value

By implementing Replicon's Web TimeSheet, Golder has saved significant salaried time in its first year of utilizing Replicon's solution.

Productivity Rewards

	Old Time Management System	With Web TimeSheet
Time spent by accounting manually entering paper timesheets from employees	Approx. 50 hours for every 300 employees each week	No time on activity - fully automated
Time spent correcting manual time entry errors	150 hours per year	Estimated to be 10 hrs per year

Want to try it for your business?

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