



Charles Taylor - **time**® is critical

Who is Charles Taylor Consulting?

Charles Taylor Consulting is a publicly-listed company. Based in London it has offices in 50 locations across 21 countries and employs more than 730 people.

The company provides consultancy and management services to various sectors including the transportation, energy and aviation industries.

The mission

- Replace internally developed system with off-the-shelf packaged software
- Ensure that fee earners time is captured easily and accurately.
- Fully integrate the solution with the company's SunSystems Financial Accounting System

The solution

Implement a **time**® Solution based on **centraltime**™ and **personaltime**™ from Timewatch plc and utilize Timewatch's implementation and consultancy services as well as Timewatch's Personalisation services to perfectly match Charles Taylor's business processes.

The results

- Through personalisation the company has a 100% fit to its time recording needs.
- Ease of use ensures that 100% of billable time is recorded by users, even when they are travelling.
- New projects are automatically sent to fee-earners, even when they are on the road via email.
- Timesheet data automatically feeds through to SunSystems Financials so the current work in progress balance is always visible.
- Management reports on project progress and personnel productivity can be generated instantly. ease of use means that no formal training was required.

Customer Summary

"time® is a critical piece of software for us."

Gordon Groves, Group Systems Director, Charles Taylor Consulting.

Founded in the 19th century as a coal merchant, Charles Taylor Consulting gradually moved into the management of mutual insurance companies and later into the alternative risk market. It is now a multi-disciplinary business which employs many professionals, including master mariners, surveyors and marine and aeronautical engineers. These travel frequently to assess incidents and conduct site surveys on behalf of insurance companies. As fee earners, they need to record how they spend their time.

Some parts of the company were using bespoke time-recording software, however this was relatively old and DOS-based. As the business expanded in the 1990s and the pressure for management reporting grew it became clear that this was not suitable as a group-wide solution.

The company began to investigate possibilities. *"We were looking for a time recording package that would enable a transparent link into our accounting system"* said Gordon Groves, Group Systems Director. *"We needed it to manage multiple currencies. It had to be easy for users to enter data; and it had to be able to handle remote communication with fee-earners on the move. We also wanted to be sure that the system could easily support 600 users."*

Charles Taylor use the SunSystems Financials, and although SunSystems has a Time Recording and PSA system, Timewatch met all the requirements. In addition, it could provide Charles Taylor Consulting with personalisation to suit the company's exact operational requirements. For example, Charles

Taylor needed extra functionality in multi currency handling for specific insurance sector functions such as writing off, writing back, transfer and provisions.

Timewatch worked with Charles Taylor Consulting to implement the software. The initial configuration was for 200 users. This was increased in blocks of 100 to 600 users. The personalizations were done in such a way that users are not aware of the line between the original software and the customized functionality and so that they do not limit us from future upgrades.

Now the company has a seamless process from time recording to invoicing. Dedicated administrators set up new cases and enter them into **centraltime™**. New assignments are sent out automatically by **timegate™** to fee earners and they in turn submit their time sheets, which is all seamlessly performed using the company's email system. When timesheet data is posted into **centraltime™** it is given a monetary value and transferred into SunSystems for analysis and invoicing.

"Users have all taken to the software very well" reported Gordon Groves. *"They like the fact they can pick up their cases on the road and send timesheets by email each week. One important requirement is to record what is known as a 'time bar'. Each claim has an allotted time; we run the risk of being sued if work is not completed or an extension is not obtained. We are now using the critical information held within the time® system to present daily key performance indicators in tabular form via our intranet. This graphical presentation has much*

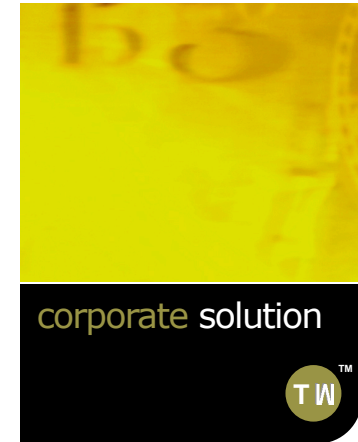
more impact than figures and has been very well accepted."

The personalization process created an automatic flow of data from **time®** into SunSystems. This shows who has recorded time and identifies the value of that time. Throughout the life of a case any time that is written off or transferred can be imported into SunSystems. This means that a true work in progress balance can be seen at any point.

The company uses Crystal for reporting. The company has six standard reports which are all run at least monthly. *"As a listed company we have to meet certain expectations and we have a responsibility to shareholders. It could be disastrous if we could not see our business clearly"* observed Gordon Groves. *"The business now has accurate reporting that can be matched against targets and feeds into six and twelve monthly accounts"*.

"We have an excellent relationship with the technical experts at Timewatch. The personalization has been an evolutionary process and in the early days they gave us a lot of help. They're very good if we have support issues, quite often they'll give us an answer over the phone. We feel that we are a valued customer, not one of many. That is important."

He concluded: *"The whole point is to run our business better. We now have a common package across the group that meets the company's requirements 100%. Yet this is not a bespoke application that requires constant development. If we decide to upgrade our version of time® we will simply take our personalizations with us."*



Solution Summary

Charles Taylor implemented a **time® Corporate Solution** running on SQL Server and integrated with SunSystems Financials.

Charles Taylor use the **personaltime™** time and expense entry client which runs across their email system. Timesheets are automatically consolidated within the **centraltime™** server for analysis, billing and posting to SunSystems Financials.

