



Cincom - Saves time

Who is Cincom

Established in 1968, Cincom is the oldest independent software company in the world. Starting out as a database specialist Cincom now provides a diverse range of solutions to help simplify the management of complex business processes.

The mission

- Easily track the time and expenses of 450 consultants and engineers in the US and Europe.
- Find a multi-currency, Web based Timesheet solution that was designed to allow easy report writing.

The solution

Implement the **time**® Time Recording and Billing Solution from Timewatch with a combination of Browser timesheet entry and offline client entry for remote users.

The results

- Ease of use means that no formal training was required.
- Logging of time has risen by 50%.
- Now there is no lost time.
- More timely invoicing.
- Programme managers have instant access to information and can easily analyze project profitability
- Management reports can be generated in 5 minutes.
- Data from **time**® has given Cincom a clear view on the cost of any sales activity.

Customer Summary

"time® has added tremendously to our ability to manage a diverse range of activities. The fact that time® is ingrained as a standard part of our business process is the biggest advantage."

Brian Bish, Senior Director of Program Management, Cincom

Cincom provides software solutions for five areas of business. These are data management; marketing, sales and customer service; application development; manufacturing; and outsourcing.

The company had been using several in-house time accounting systems that had been developed by different departments as specific project needs arose.

When Brian Bish, Senior Director of Programme Management, took over responsibility for the US services organization in 2002 he recognized that a better system of time accounting was needed. He therefore established a working group to focus on this.

"We made a conscious decision to stop spending on systems that were created specifically for us. We wanted to share the cost of initial development with lots of other clients and then get flexibility and automatic future proofing so that we did not have to spend time maintaining the system. We also decided to buy out of the box with no customisation. From previous experiences we know customization often prevents later upgrades."

The first critical requirement was for database openness so that Cincom could access information using a web interface and other tools such as MS Access, SQL and Crystal. The second was the ability to handle multiple currencies.

Cincom began reviewing software options and quickly decided on **time®**. It gave us all the functionality we needed at the right price. "None of the other packages we looked at could do everything" said Brian Bish.

By using in-built Customizable fields, Cincom was able to set up information in the central database to integrate with other business systems and to produce personalized reports. Within 3 months 450 users across the world began logging their time in a consistent manner.

Ease of use meant that it was not necessary to do any formal training. Because of the simple interface we have doubled the number of people who are logging their time reported Brian. *"When web access is difficult, users can use the personaltime™ offline timesheet client which synchronizes data by email, this many prefer to do. In the engineering organization, which was already logging time, we have increased the level of detail available for reporting and analysis. People also save time on paperwork associated with submitting expenses. As a result time® has gained acceptance across the user community."*

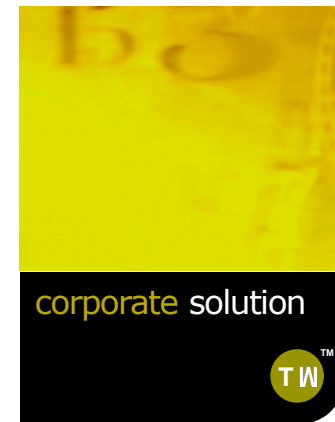
All responsibility for handling data to generate invoices has been taken out of managers hands and given to administrative staff, leaving managers free to work on projects. Now managers get instantaneous reports on all ongoing work. They can easily analyze which projects are profitable and which are not. Brian easily creates charts and graphs to present data in different ways. *"I can turn around a graph and analysis for the owner in five minutes."*

Brian Bish again: *"time® is so easy to use that we can enter extra information about what we are doing. Previously the cost of any sales activity was not clear. Sometimes we used pre-sales people on post sales activities which are billable to a*

client so we filled out a time form. However we never knew what people were doing the rest of time and why they were doing it. Now we are applying a total time approach. I can see what someone in pre-sales is doing and charge that to the sales organisation as billable use of a pre-sales resource".

Such information about the sales process is valuable to the owner of Cincom and led to him asking presales staff to begin validating requests coming in from the sale team. Brian Bish used the same information to ask for more resources to meet the backlog of sales requirements. As a result he gained six more members of staff. *"time® has certainly improved our effectiveness. I can see who is supplying me and how close to budget and time we are. I'm in the database all the time"* he commented. *"The same data informs the Direct Sales Manager about which representatives are using pre-sales too early or too often."*

Cincom has its own integrated financial system and decided to keep this as a separate system. The **time®** database provides all the raw data for the invoicing process, then this is passed to Finance. *"The accuracy of invoicing was always good but now it is more timely"* said Brian Bish. *"We have no 'lost' hours and we have more data to back up invoices. When a client raises a query we can use time® to answer questions. If there is any dispute we can view the facts and negotiate quick payment in a dispassionate way."*



Product Summary

Cincom implemented a **Corporate edition** of the **time®** Time Recording and Billing Solution running on SQL Server.

Cincom use a combination of the **webtime™** browser timesheet solution and the **personaltime™** offline email client.