

# The Project Centre regenerates it's environment



## Who is The Project Centre

The Project Centre is part of the NCP Group, is at the forefront of traffic and parking initiatives and is recognized as one of the most experienced consultancies in traffic & transportation, parking and urban regeneration.

The Project Centre is committed to improving the environment in which people live, work and play. The consultancy's success is built on thorough planning, extensive consultation and careful implementation. Its demonstrable record in partnership and co-operation recently secured a five year contract with the Royal Borough of Kensington and Chelsea.



## The mission

- Gain operating control of chargeable time in order to ensure accurate billing
- Obtain a clear view of the health of the business

## The solution

Implement a **Corporate time**® Professional Services Automation Solution for over 100 users from Timewatch plc and utilize Timewatch's consultancy support and report writing services

## The results

- Client billing accurately reflects work done
- Invoicing time has been reduced by half, from over four weeks to less than two weeks, with plans to further this improvement
- One person day each month is saved because timesheets are generated electronically
- Weekly reports provide accurate data so that managers see staff utilization and project profitability at a glance
- Resources can be allocated more effectively because project and client profitability can easily be identified
- The company now has a system that is helping it to win new business, linking all its operating units and supporting future growth
- Users quickly became familiar with the new software even though The Project Centre chose not to have any training
- The solution requires very little administration and maintenance

## TIMEWATCH CUSTOMER CASE STUDY

### Customer Summary

*"We are confident that we are invoicing for everything efficiently and completely and we have a clear view of our business. We can refer to records quickly and present relevant supporting data to clients if necessary. Clients are beginning to request open-book partnerships and our ability to allow shared access to information through **time**® gives us a definite advantage when we bid for work."*

**Penny Winder**, Finance Director, The Project Centre Limited (PCL).

The Project Centre (PCL) has been at the forefront of traffic and parking initiatives since its formation in 1991. PCL is recognised as one of the most experienced consultancies in traffic & transportation, parking and urban regeneration, and is committed to improving the environment in which people live, work and play. The consultancy's success is built on thorough planning, extensive consultation and careful implementation. Its demonstrable record in partnership and co-operation recently secured a five year contract with the Royal Borough of Kensington and Chelsea.

Founded by two former Westminster Council employees in 1991, it grew rapidly. Faced with a decision on how best to support this expansion and enable further growth the owners accepted an offer from NCP (National Car Parks) in 2000.

Shortly afterwards Penny Winder joined the company as Finance Director. Her remit was to ensure that the company could operate effectively as it grew, particularly as it began to open branch offices.

*"Our objective was to get a good grasp on the business, particularly with regard to how we were utilizing chargeable and non-chargeable staff. Clearly this is a financial issue and I took responsibility for providing weekly reports to heads of departments. Timesheets were done manually and we did not have a thorough business process; there was room for omission*

*and error. There was also a lot of duplicated effort; once timesheets had been collected, data had to be entered into the system."*

The first step was to implement a networked corporate solution. **time**® was installed in the accounts department, and **personaltime**™ the end user time and expense entry system was installed on all users' PC's. We then set up the **time**® database and integrated it with SunSystems, the accounting package which the company already had. This immediately allowed invoices to be generated through **time**® and posted to SunSystems and gave a clear view of work and billing in progress. Electronic timesheets were then introduced.

*"We are very happy," reported Penny Winder. "We very much needed to get a hold on staff utilization and project profitability and **time**® caters for all our needs. It is also very easy to administer and maintain. The software is so user friendly that everyone has taken to it without problem yet users required no official training."*

Previously, accounts staff had to chase people to submit timesheets. Now they can see instantly which timesheets are missing and alert users electronically. Operator error has been eliminated and data entry time equivalent to one day a month has been saved. *"Invoicing is done with both speed and accuracy", said Penny Winder. "In some cases the invoice lag was up to four weeks; we have*

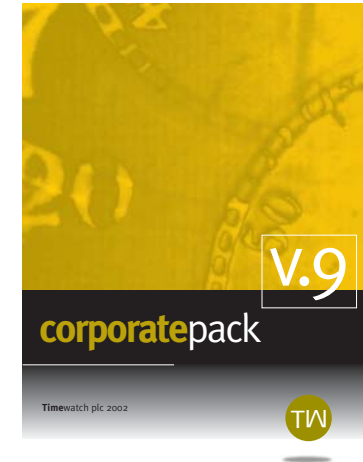
*reduced this by half and we are working towards a target of seven working days."*

The Project Centre utilized report writing services from Timewatch. *"The Consultant only required two days to customize all the required reports. We now have a very adaptable reporting capability,"* confirmed Penny Winder who generates two sets of weekly reports as well as a management accounting pack each month.

*"The reports are a very useful management tool. Senior managers find them extremely valuable because we can clearly see invoices raised each month against outgoings. We can view our business in a variety of ways such as revenue by department, by project and by staff member. We can even use it to track levels of sick leave. In this way we can identify which projects and which clients are more profitable then we can prioritise and allocate resources accordingly."*

As The Project Centre continued to expand it felt that it needed a more sophisticated system. It had opened new branch offices and staff often worked on secondment so it needed a way to link all our users wherever they happened to be. It decided to make the transition to **webtime**™ which allows users to enter timesheets via a Web Browser. *"We've had a lot of help from Timewatch as we planned this transition, our account manager has been particularly supportive. Once we are connected with our branch offices we will be able to take our business analysis even deeper,"* said Penny Winder.

*"We are confident that we are invoicing for everything efficiently and completely and we have a clear view of our business. We can refer to records quickly and present relevant supporting data to clients if necessary. Clients are beginning to request open-book partnerships and our ability to allow shared access to information through **webtime**™ will give us a definite advantage when we bid for work."*



### Product Summary

The Project Centre implemented a **time**® Corporate Solution running on SQL Server with **webtime**™, integrated with SunSystems Financials.