



Zeda can see clearly now

Who are Zeda

Zeda provides support and development services for organizations wishing to outsource IT. Clients include retailers Tesco, Kingston Communications and steel company Avesta. Zeda has a turnover of £15 million and employs 350 people across three sites in the UK.

Zeda charges clients based on the time spent on specific contracts by its employees, each of whom has a chargeable rate. The company therefore needs an accurate method of recording employee time and tracking costs. This becomes particularly important when Zeda takes over staff from an in-house IT department or from another outsourcing supplier. At this point there is a transition period during which staff are completing requirements under one supplier contract and beginning a new contract as employees of Zeda.

The mission

- Ensure that whilst delivering reliable and cost-effective IT support and development services to its customers Zeda is able to measure its own progress towards corporate goals
- Track time and costs reliably so that all chargeable work is invoiced and revenue is collected with minimum delay
- Operate Time Recording across a corporate WAN
- Integrate with existing SunSystems Accounting System

The solution

Implement point of source time recording software from Timewatch and integrate it with Zeda's own accounting system.

The results

- Invoicing time down from over one week to two days
- Four productivity days a month gained through instant data entry.
- Invoices accurately reflect work undertaken with no potential charges missed
- Automatic timesheet checking frees up busy managers who previously had to do it manually
- Reporting facilities have increased visibility on all operational activities, highlighting where work is being done and tracking individual profit levels
- Gives Directors clear visibility and indicates which department is bringing in the most revenue

TIMEWATCH CUSTOMER CASE STUDY

Customer Summary

"We have found that Timewatch staff are very open to our particular problems. If we have a special request they listen and we are happy to see that our suggestions have been taken up in future enhancements. Timewatch are very responsive and the relationship we have with them is excellent."

Wendy Hutchinson, Time Recording Controller, Zeda.

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Zeda had used an in-house system written in Access. This required individual staff to fill in paper sheets which were collected and entered centrally. Understandably this method caused a bottleneck at the end of each month. It took one person four days to reconcile all the timesheets and pass all the relevant information to the accounts department.

"We decided to replace the system and undertook an evaluation based on certain criteria that were important to operations and shortlisted two products, one was Foundation Systems and the other was Timewatch.

For Zeda, the selection process turned out to be easy. One of the critical criteria was the ability to enter data remotely and operate across the company's Wide Area Network.

Although Timewatch had a strategy for this, the other shortlisted supplier could not offer this facility and suggested running the entire system on Microsoft Terminal. In contrast there were no technical issues with **time®**. Timewatch provided an evaluation system to demonstrate "out of the box" support for our WAN. It was much more user friendly, it integrated with our existing SunSystems Financials and we were able to confirm Timewatch's claims and prove their products functionality, ease of use and ease of implementation. What impressed us most, was that Timewatch had the confidence in their products to provide them for evaluation."

"We liked the approach taken by Timewatch. We felt that their staff were receptive, they clearly wanted to meet our needs and we were very happy to implement **time®**.

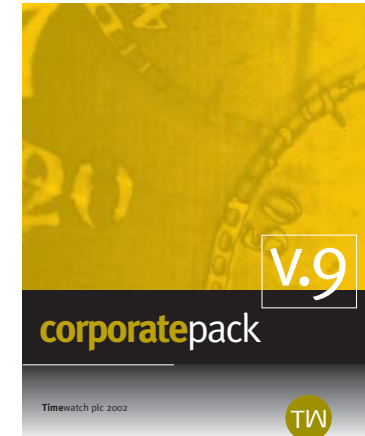
Using **time®** brought instant results. As Wendy explains "The obvious benefit is that managers no longer have to check timesheets, this is done automatically as they are entered. In addition we realised we had to alter some of our procedures. We use the SunSystems package and after connecting **time®**, it was immediately apparent that we had previously been missing some charges and underbilling. Also, we could not previously focus in on individual profit level. The improvements were very timely as senior management changes mean that there is a new emphasis on tracking costs and project manager accountability."

Zeda finds that **time®** makes administration much easier. Wendy explains "the real gains are in being able to see what's been done on a certain project, highlighting things that would not have been picked up before."

Zeda create utilization reports in Access. These can be broken down by project, client, employee, or cost centre, detailing chargeable days for each cost centre. They also show the categories, such as holiday or sickness, that all non-chargeable days fall into. "This enables us to see exactly where the work is being done" comments Wendy. "It give directors clear visibility and indicates which department is bringing in the most revenue. It also helps with administration and record keeping in the human resources department. These reports will become increasingly important as individual managers are now being given personal targets."

Shortly after implementing the system, Zeda requested an enhancement to provide consolidated invoicing. This allowed the accounts department to compile an invoice to include all the jobs that make up a project instead of invoicing per job, then post this consolidated data to SunSystems. "Timewatch listened to our suggestion and developed the functionality into their next release. Consolidated billing has speeded up the whole invoicing process and, when the upgrade was performed, a Timewatch consultant made minor adjustments to customize the system further. The upgrade has not only made the system quicker, the business process is also quicker" was Wendy's verdict.

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Product Summary

Zeda implemented a **time®** Corporate Solution running on SQL Server including time recording, billing and financial integration to SunSystems Financials