

SDWorx uses Changepoint to track consultant time, billing and IT planning

CUSTOMER



SDWorx
www.sdworx.com

INDUSTRY

HR and associated services provider.

BUSINESS PROBLEM

SDWorx needed to consolidate its billing and scheduling processes across its divisions. In the past, time tracking was done either on handwritten notes or Excel spreadsheets. The IT team also needed a system to track and provide visibility into its projects.

SOLUTIONS

Compuware
Changepoint[®]

RESULTS

- SDWorx can now track consultant time and integrate this information into the billing system
- SDWorx can predict the supply and demand of its staff
- SDWorx has cut overall billing time from 2 weeks to 4 days

BUSINESS PROBLEM

SDWorx is continually growing, and with a number of business divisions using different time tracking systems, the company was keen to consolidate systems in order to reduce inter-departmental administration.

SDWorx has consultants in many different physical locations, either operating in the main office or their clients' offices. With the consultants having to bill different companies for HR consultancy, legal advice, payroll and related activities, SDWorx was keen to find a system which would simplify tracking their consultants' time, allow them to plan ahead, and link directly into the back-end billing system.

SOLUTION

In the past, SDWorx consultants would have to manually enter their timesheets into the system. SDWorx chose to use Compuware's Changepoint product to track how much time has been spent on which task, as well as automatically invoicing each client for the appropriate amount of time.

Changepoint also allows SDWorx to allocate time to tasks in future fiscal periods, and calculate available time and probable revenues.

“Changepoint has significantly accelerated our time tracking and billing process, as well as helping our IT team provide better visibility into their operating procedures.”

— Benjamin Verlinden, Senior Consultant Systems & Operations, SDWorx

RESULTS

As a result of using Changepoint, SDWorx has managed to cut its overall billing process time from two weeks to four days. With the old system, SDWorx had to calculate bills on the fifteenth of each month to issue an invoice on the fifth of the



following month. With Changepoint, SDWorx can start the process on the last day of the month and still have the invoices out on the fifth, allowing them to calculate bills more accurately and for the entire month, rather than just the first fifteen days.

SDWorx can now also track its billing more accurately, because all departments are using the same time tracking and billing systems. In addition, this allows for more accurate predictions regarding supply and demand of consultants' time. As a result, SDWorx can compensate for any imbalances and, for example, take on more staff if demand is expected to exceed supply. This visibility of forward scheduling also gives SDWorx the ability to predict revenue generated from its consultants, and plan investment and expenditure accordingly.

The IT department has been able to provide better visibility on its projects - in the past, SDWorx consultants could become frustrated if they did not know the progress on a certain IT project. By using Changepoint, they can now have visibility of these teams, and set more realistic expectations and deadlines.

“Changepoint has significantly accelerated our time tracking and billing process, as well as helping our IT team provide better visibility into their operating procedures,” said Benjamin Verlinden, Senior Consultant Systems & Operations, SDWorx. “The billing process used to take around two weeks, but with Changepoint we've cut this time to just four days, and the process is completely automated, which is a great help.”

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The IT department is also planning to use Changepoint to track IT project prioritisation and progress. The company's IT department is usually in very high demand, and providing visibility on project progress and prioritisation is very important. Changepoint will allow the IT department to have complete visibility of all of its projects and help staff to prioritise projects more effectively because they have more information about them. This will help the IT team to explain which demands are at the front of the queue and why, improving accountability and helping it to align its priorities with those of the business.

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Compuware Corporation Corporate Headquarters
One Campus Martius
Detroit, MI 48226-5099

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