



Compuware - Computes the savings

Who is Compuware

Compuware provides software and services to help organisations optimise productivity and reduce life cycle costs. With its headquarters in Detroit, Compuware has 10,000 professional services consultants in more than 50 countries. These work with customers to support application delivery in all its phases, including requirements definition, project management, development, testing and maintenance.

The mission

- Improve revenue and profit margins by billing more accurately and identifying previously hidden costs. low end users to enter their own timesheets
- Consolidate timesheets from 8 separate offices

The solution

Implement centraltime© and personaltime© from Timewatch plc and utilise Timewatch's consultancy and report writing services.

The results

- 100% of consultants' time accounted for.
- Anticipated 4% rise in revenue for billable time previously not captured.
- Bills that were delayed whilst data was collected are now out within two or three days.
- The ratio of administrative staff to consultants is 1:100 compared to 1:50 before.
- time© is used to process expenses so all billable items can be identified.

TIMEWATCH CUSTOMER CASE STUDY

Customer Summary

*"We use **time**® as a tool for analysis and resource management. It is now one of our top business critical applications."*

Jonathan Oliver, IT Manager, Compuware UK & Northern Europe

Compuware have around 200 consultants in the UK and long term fixed price projects as well as complex short term projects. The company was using a small project module to track time and the system was inadequate.

Compuware chose and implemented **time**® in the UK, Australia and Canada and today all the company's services staff use **time**®. *"We can now account for 100% of our consultants"* **time**® said Jonathan Oliver.

The company also introduced **time**® for pre and post sales people and found immediate benefits. Jonathan Oliver explained: *"Last quarter **time**® showed us that we'd missed potential revenue from our pre-sales team. This has now allowed us to increase revenue by 4%, revenue we would have previously lost and has more than covered system and implementation costs."*

Compuware also captures non-billable time and has started to look at time spent on speculative work, reports and proposals. As Jonathan Oliver commented *"At the moment pre sales staff only fill out billable time but we are planning that through **schedule-time**®, the resource scheduling and planning module, as we plan their commitments, they system pre-fills their timesheets with non-billable codes. This makes timesheet entry faster, easier and more accurate and will provide extremely valuable pre-sales information."*

An additional benefit is the focus throughout the company on time management. *"Consultants have to code time to a project; if there is no code they should not be doing something. This process has a sub-conscious impact, reminding them of how much they cost and helping them to think of themselves as there to do a job."*

Compuware integrate **time**® with its financial application. According to Jonathan Oliver this created an enormous saving in administration. *"Consultants previously submitted timesheets to the finance department. Finance staff had to chase consultants for time sheets and billing was often delayed. Now, with **time**®, timesheet data flows automatically into our financial system and invoice production delays have been reduced to a minimum and bills are out within two or three days."*

Compuware previously had a large administration team using Excel spreadsheets to generate reports. Now, reports are created in **time**® and the company can utilise literally any **time**® data. *"Reports are both a history and a tool for analysis, which is really important"* said Jonathan Oliver. *"We wanted to get a better handle on our cost management."* Compuware runs monthly reports on productivity, revenue and employee utilisation and sends them up the sales management chain to the Chief Operating Officer.

*"With **time**®, our administration overhead has been reduced, the ratio of administrative staff to consultants has been reduced by 50%."*

Jonathan Oliver recognises that there are further improvements to be made: *"By utilising the powerful billing management systems within **time**® we now want to move from monthly to weekly billing which will accelerate billing and improve cashflow. At the moment data flows straight through from **time**® to the finance department who generate bills. With the latest version 9.5 system, we can put in a second level of authorisation, whereby line managers approve each consultant's timesheet for billing."*

Compuware can now analyse profit and loss by consultant as well as project so that margins can clearly be scrutinised. *"We are continuing to tighten up all our processes because we know that consultants sometimes do work that cannot be charged or they have not been booked out in the right way"* said Jonathan Oliver.

"Timewatch have worked very well with us. It's a dynamic and responsive company" he continued. *"A lot of items we've discussed internally we find are already in the next release. Timewatch has responded really well to our needs and is giving us what we want. Our latest upgrade to the Version 9.5 series is working well and we are looking to expand our use of **time**® further by implementing the **schedule-time**® module to improve our Resource Scheduling and planning through better Consultant scheduling, future utilisation and productivity analysis and planning."*



Product Summary

Compuware implemented a Corporate edition of the **time**® Time Recording and Billing Solution running on SQL Server 2000. Timesheet entry via **personal-time**®.