

Rebus HR can see into the future...

Who are Rebus HR

Rebus HR is a leading HR outsourcing firm providing strategic HR, payroll and employee information systems. The company, formerly Peterborough Software, has specialized in working with HR professionals for more than thirty years and is dedicated to delivering bottom line business benefits. Rebus HR offer in-house systems, managed services, application hosting, personnel services, ASP and outsourcing solutions for companies of all sizes.

Rebus HR has an impressive client list including more than seventy of The Times top one hundred firms. It has a customer base in nearly all industry sectors. Recent new business includes Sainsburys (payroll outsourcing), IKEA (hosted HR and payroll) and Baco (outsourced HR).

Originally established over 35 years ago as Peterborough Data Services, Rebus HR has rapidly developed into a global business. It has a presence in Australia, Hong Kong, Malaysia, the Middle East, New Zealand, North America, the Netherlands, Singapore and the UK, and has users in over 40 countries.

The mission

- Select an electronic Resourcing and Scheduling package that is both comprehensive, easy to implement and easy to use
- Ensure that resources are utilized effectively
- Maximise the time spent on billable work
- Provide managers with clear, concise and timely information on Resource Utilization
- Replace existing unwieldy MS-Project based Scheduling System

The solution

Implement schedule**time**™ from Timewatch plc and utilize Timewatch's Consultancy Support and report writing services.

The results

- Managers see levels of staff utilization and billable work at a glance
- Weekly schedule updates produce immediate results, giving managers accurate data
- Duplicated data entry was removed through the use of a single forward planning, time keeping and billing system
- The system was implemented within three weeks with minimum fuss
- Reporting needs were met exactly and delivered on time and on budget

Customer Summary

"We had a clear idea about what we wanted to undertake and all we needed was the online help and a few telephone calls with the Timewatch Consultancy Support Team".

"Often new systems require an excessive amount of up front planning, prototyping and training, however [scheduletime™ was so] intuitive and easy to learn, we had the confidence ... to just bite the bullet and implement it. It worked, we met our deadline and it delivered exactly what we had envisaged."

Graham Johnson Rebus HR.

Ensuring that consultants with the right skills are assigned to the right projects, thus maximizing the time spent on billable work, is a major task. Rebus HR was using Microsoft Project to try to schedule consultants time. Although MS Project is an excellent project management system, scheduling needed over 130 individual plans which required continual consolidation. The system proved unwieldy and unstable whilst its reporting capabilities produced too much of the wrong type of information. The result was that managers often had to make decisions based on subjective assessments and guess as to levels of productivity.

Graham Johnson was set the task of finding a more effective solution. He was already undertaking a thorough evaluation of systems on the market when a new Head of Professional Services joined Rebus HR. *"The new Head of Professional Services had many years experience managing professional service organizations. He knew precisely*

what he needed within the forward planning system, down to the exact format of results. In addition, we needed to implement the system and go live within six weeks. When I was asked to make a recommendation I had no hesitation. Only one system could meet all the requirements without customization, scheduletime™ from Timewatch plc."

Rebus HR installed **scheduletime™** early in June 2001. By the middle of the month the system was live. As Graham Johnson explained, *"Once you understand the concepts of scheduletime™ you can implement it very easily. We had a clear idea about what we wanted to undertake and all we needed was the online help and a few telephone calls with Timewatch's Consultancy Support Team. Often new systems require a lot of up front planning, prototyping and Training, however after working through the product Tour Guide, we found the product to be intuitive and easy to learn, so we had the confidence in scheduletime™ to just bite the bullet and do it. It worked, we met our deadline and it provided exactly what we had envisaged."*

An important part of the system was the clarity of the consolidated reports: **scheduletime™** supports a number of reporting packages, including Crystal Reports which Rebus HR uses. Rebus HR had a number of complicated reports which it decided to assign to Timewatch technical staff. *"The quality of service was excellent, both attentive and quick. The most important and complicated report, showing chargeable work, was turned around in less than one week and was ready for when we went live."*

The system enables managers to see levels of staff utilization and billable work at a glance. Each Thursday the resource desk contacts each consultant and updates the schedule. By Thursday evening, the scheduling reports are available for management. The process ensures accurate data and **scheduletime™** provides immediate results.

For Graham Johnson, choosing **scheduletime™** also provides a further business benefit: a way to reduce duplicated data entry through a single forward planning, time keeping and billing system. **scheduletime™** is part of a suite of professional services automation solutions offered by Timewatch plc. By adding **centraltime™**, the time keeping application, forecast and actual time can be compared, and by integrating the system with the Rebus HR accounting system, billing can be automated.

Following a major system implementation, Graham Johnson is in a relaxed and positive state of mind: just what Timewatch plc applications are designed to achieve.



Product Summary

Rebus HR implemented **scheduletime™** on SQL Server.

Rebus HR required a minimal amount of training and implementation assistance, instead focusing on using Timewatch Consultancy Services to write reports to match their unique reporting requirements. Reports were created using Crystal Reports and Microsoft Excel.