REPLICON™

With Accurate Revenue Capture, Enservio Scales Their Business

enservio

Industry
Enterprise Software

Headquarters
Needham, MA

Replicon Solutions
TimeBill and WebExpense

Benefits
Replicon's easy-to-use, web-based software helped build a strong foundation on which Enservio can grow further.

▸ Improved process execution with seamless integrations

▸ Efficiency of day-to-day time tracking and entry tasks were improved

▸ Retired redundant systems, saved money and enabled standard processes

Company Profile

Enservio, the Contents Company, is the nation's leading provider of contents inventory creation, valuation and replacement services and software. The Boston Business Journal ranked it the third fastest growing private company in the region and named it the 2012 "Powerhouse Elite Pacesetter." With exhilarating organic growth and the acquisition of two companies since its 2004 inception, Enservio's focus on process and system optimization has been well tested.

Enservio works in a greenfield arena of the insurance market. Its expertise concerns everything contents: identifying the contents of a home or business that have been lost, valuing those contents, and replacing those contents. Enservio offers services, software, and analytics, the industry's most comprehensive source of home contents data.

The Challenge

Enservio needed solutions that could do more than just keep up with rapid growth. The company's homegrown time and expense systems were designed for simpler times. They were not ready to support a near doubling of the business in a single year. They could not easily facilitate the company's many new services. Nor could they integrate comfortably with new financial and other mission critical systems. Time was ticking.

Alex Harwitz, leader of the Product organization spearheading the effort, said, "It wasn't just about capturing time and expenses. We needed a partner who would help us promote even more discipline and consistency around service delivery as we scaled the business."

The Solution

To address these challenges, Enservio chose to implement Replicon's TimeBill and WebExpense solutions. Replicon was a perfect choice due to its open and flexible integration options—a critical part of the equation for Enservio. Enservio had strongly considered close Replicon competitors, but its engineering team found those organizations less responsive. With Replicon's RepliConnect web services, Enservio felt it had the openness and flexibility needed to integrate with any of its internal systems.

Enservio business users were impressed with Replicon's usability, a driving factor in choosing integration rather than enhancement of the homegrown system. Replicon helped streamline operations and speed user adoption. The implementation involved two enterprise systems, one wholly new invoicing system, and five different operations groups. Despite the complexity it went smoothly. Throughout the effort, Enservio was very pleased with Replicon support. "The customer care we have gotten from Replicon has been amazing. When we call they are very responsive and take the time to address every question" said David Pecorella, the Senior Product Manager overseeing the rollout.

> **RepliConnect web services provided a fast and painless way to integrate with our mission critical systems and improve our process execution.**
>
> **Alex Harwitz, SVP Product Management, Enservio**

About Replicon

Replicon is the leading provider of cloud-based time sheet software with over 1.5 million users in 70 countries.

For over 15 years, Replicon has empowered thousands of companies of all sizes to increase their productivity and profitability by providing hassle-free time and expense management capabilities and superior customer service.

Our growing suite of fully intgrated applications provides a complete solution for any time tracking need including professional services, IT chargebacks, project costing, time & attendance, time off and more.

The Results

Enservio, with Replicon's help, has been able to improve process execution and revenue capture. Harwitz feels confident that they have built a strong foundation on which they can grow further, "Replicon has played a key role in standardizing our operations so that we can effectively scale and execute."

Improved process execution with seamless integrations

Enservio used RepliConnect web services to create advanced integrations to standardize and improve process execution. Enservio users can now perform work in their processing systems and automatically create Replicon projects while the financial system creates expense and activity items directly in Replicon. The result is a consistent end-to-end process and a better user experience. "RepliConnect web services provided a fast and painless way to integrate with our mission critical systems and improve our process execution," noted Harwitz.

Increased user efficiencies

Enservio users were pleased to find the efficiency of their day-to-day time tracking and entry tasks were improved due to Replicon's ease of use and strong feature depth. For a company with literally thousands of active projects, the ease with which a user can find and select projects was a big win. Enservio also discovered welcome flexibility in workflow approvals and in-depth reporting capabilities.

Eliminated redundant systems

Enservio has been able to eliminate two systems by signing on with Replicon and expects to eliminate a third. Retiring redundant systems has not only saved Enservio money but also facilitated the standard processes that let the business scale.

Want to try it for your business?

Sign up for a free trial at replicon.com/free-trial or contact us:
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