# Shared Services Management

## Obtain Complete Visibility into all Time & Costs Spent on Services

Replicon Shared Services helps organizations to streamline processes, reduce operating costs, and improve service levels across the enterprise.

## The challenges of managing shared service centers

Managing resources and costs in your shared services organization is complex and time-consuming. Service center managers lack visibility into schedules, have difficulty finding the right people to staff projects, and aren't able to ensure that services are delivered under budget. They also struggle with calculating chargebacks and providing accurate reporting to the relevant business units on services provided. Internal clients, meanwhile, lack visibility into the services that were consumed by their departments, such as IT, HR, or Payroll. This lack of granularity means that they have no clear view into what services they received for the amounts expended.

## Operational excellence for shared services

Replicon's cloud-based Shared Services Management solution helps take the pain out of managing your service center operations. Some top advantages are that you will be able to optimize resources and service delivery, enjoy full visibility into service delivery costs and effort, and improve forecasting of services and resources.

Optimize economies of scale

Optimize delivery of services with real-time visibility into all projects and services delivered so that you can stay on-time and on-budget, or make adjustments if needed.

Capture costs of services

Easily capture time and costs of all services delivered and automate the calculation of chargebacks with ease.
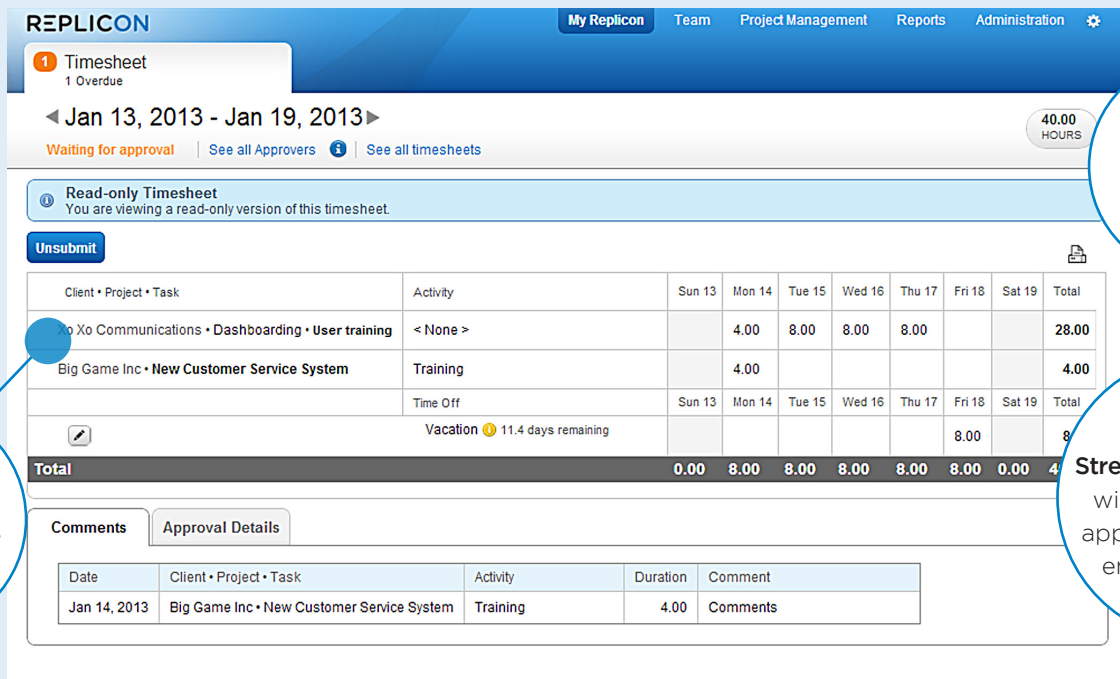
Allocate resources more efficiently

Easily find the right resource to staff service projects based on resource availability, skill set, and other criteria.

Monitor the costs of services consumed

Give internal clients a full summary of all service costs being charged, with the option of a granular view so they can see exactly which services make up the full costs of all services provided.

Using Replicon, a leading financial services company improved their productivity by 20%. Plus, thanks to the increased visibility, the company was able to identify that a particular department was over-staffed by 40%.

## REPLICON

**My Replicon** | Team | Project Management | Reports | Administration ⚙

**1** Timesheet
1 Overdue

◀ Jan 13, 2013 - Jan 19, 2013 ▶

**40.00 HOURS**

**Waiting for approval** | See all Approvers ⓘ | See all timesheets

ⓘ **Read-only Timesheet**
You are viewing a read-only version of this timesheet.

**Unsubmit**

| Client • Project • Task | Activity | Sun 13 | Mon 14 | Tue 15 | Wed 16 | Thu 17 | Fri 18 | Sat 19 | Total |
|---|---|---|---|---|---|---|---|---|---|
| Xo Xo Communications • Dashboarding • User training | < None > | | 4.00 | 8.00 | 8.00 | 8.00 | | | 28.00 |
| Big Game Inc • New Customer Service System | Training | | 4.00 | | | | | | 4.00 |
| | Time Off | Sun 13 | Mon 14 | Tue 15 | Wed 16 | Thu 17 | Fri 18 | Sat 19 | Total |
| ✎ | Vacation ⚠ 11.4 days remaining | | | | | | 8.00 | | 8 |
| **Total** | | 0.00 | 8.00 | 8.00 | 8.00 | 8.00 | 8.00 | 0.00 | 4 |

**Comments** | Approval Details

| Date | Client • Project • Task | Activity | Duration | Comment |
|---|---|---|---|---|
| Jan 14, 2013 | Big Game Inc • New Customer Service System | Training | 4.00 | Comments |

**Configure timesheets** to meet any business process

**Easily capture time** spent on tasks or service projects

**Streamline approvals** with configurable approval paths and email reminders

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### Holistic Resource Management
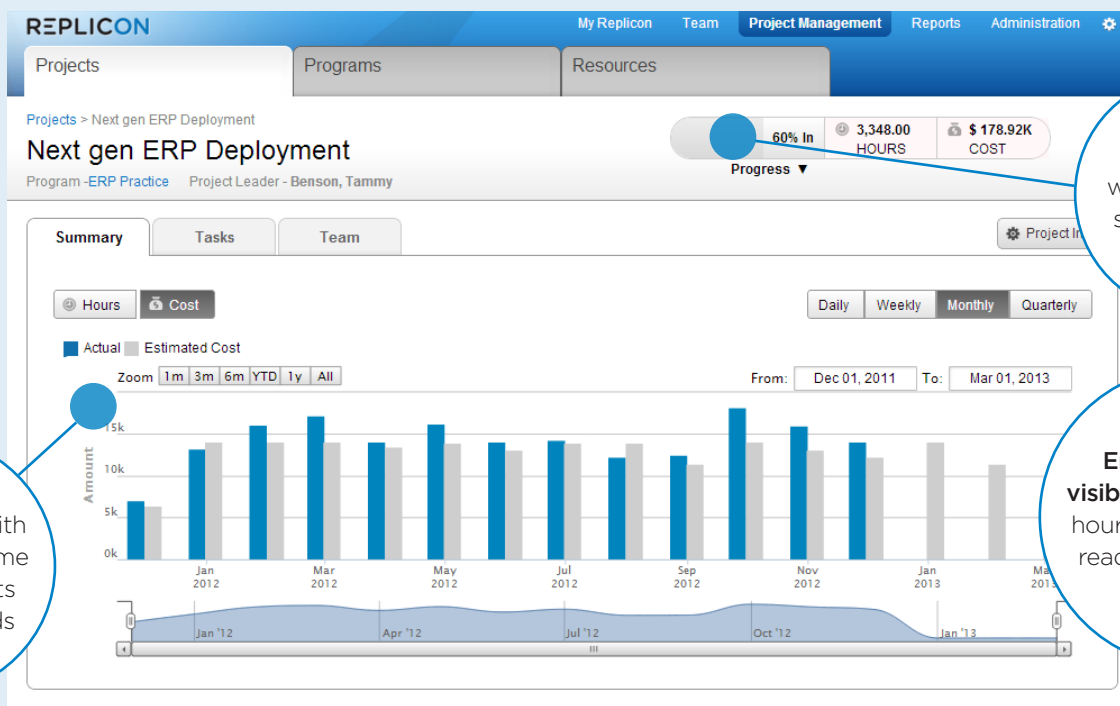
▸ Quickly locate resources based on various criterion so that you can assign projects on-the-fly

▸ Use a graphical calendar to easily spot under- or over-utilized resources

▸ Use "place holder" resources to account for future resource requirements

### Advanced Tracking of Services

▸ Create service project hierarchies and define milestones

▸ Set budgets for cost and hours, and track budget to actual performance

▸ Get real-time visibility into project status, costs, and hours worked to ensure that services are delivered on-time and on-budget

### Very easy to use

▸ Mobile app ensures access to Replicon from anywhere

▸ My Replicon view: Gives end-users a centralized view of all Replicon items — timesheets, time off requests, and more

▸ Team view: Enables supervisors to review and approve tasks for team members

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## REPLICON

My Replicon | Team | **Project Management** | Reports | Administration ⚙

Projects | Programs | Resources

Projects > Next gen ERP Deployment

**Next gen ERP Deployment**
Program - ERP Practice    Project Leader - Benson, Tammy

60% In    **3,348.00** HOURS    **$ 178.92K** COST
Progress ▾

**Summary** | Tasks | Team

⚙ Project In

⊙ Hours | 🖹 Cost

Daily | Weekly | **Monthly** | Quarterly

■ Actual  ■ Estimated Cost

Zoom 1m 3m 6m YTD 1y All

From: Dec 01, 2011    To: Mar 01, 2013

15k

10k

5k

0k

Jan 2012 | Mar 2012 | May 2012 | Jul 2012 | Sep 2012 | Nov 2012 | Jan 2013 | Ma 201

Jan '12 | Apr '12 | Jul '12 | Oct '12 | Jan '13

**View data at-a-glance** with in-context summaries on every screen

**Get the "big picture"** with dynamic, real-time summary charts and dashboards

**Enjoy real-time visibility** into projects, hours, and costs with ready-made reports
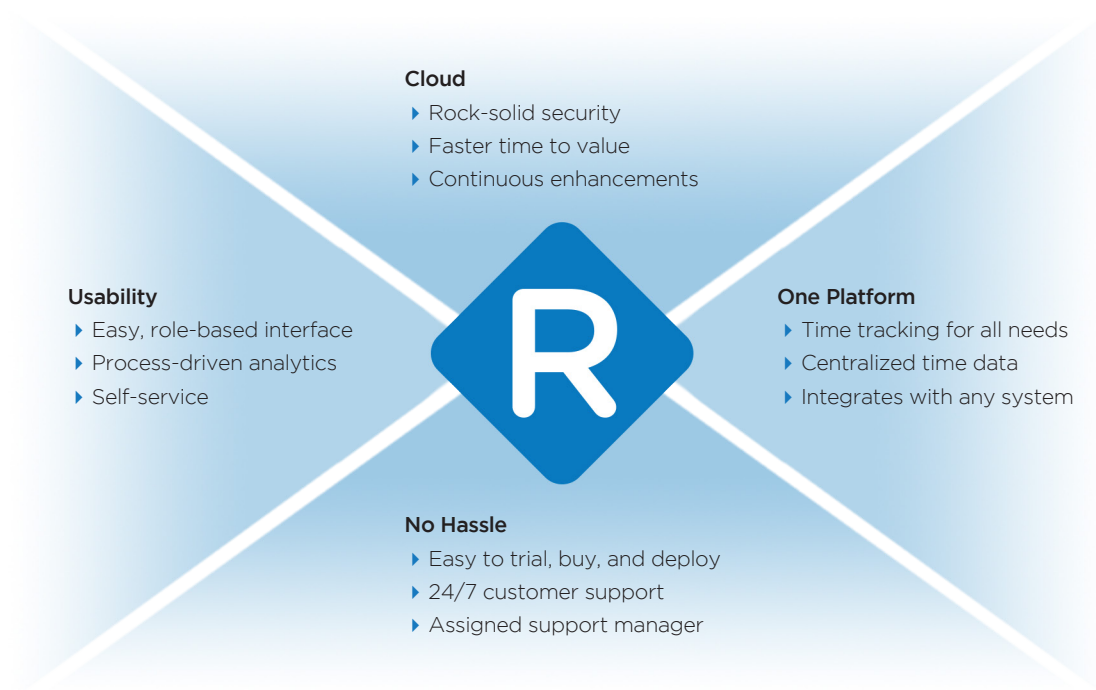
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Replicon's cloud-based time tracking solutions deliver greater insights, reduce the risk of non-compliance, and help organizations optimize their business processes to drive down costs and increase performance. This is what makes Replicon unique:

**Cloud**
▸ Rock-solid security
▸ Faster time to value
▸ Continuous enhancements

**Usability**
▸ Easy, role-based interface
▸ Process-driven analytics
▸ Self-service

**One Platform**
▸ Time tracking for all needs
▸ Centralized time data
▸ Integrates with any system

**No Hassle**
▸ Easy to trial, buy, and deploy
▸ 24/7 customer support
▸ Assigned support manager

## Add enhanced functionality to the Replicon Shared Services Management solution with these add-ons:

**Expense**
Collect and track reimbursable project expenses.

**TimeOff**
Easily manage time off requests and balances.

## About Replicon

Replicon is the leading provider of cloud-based time tracking software. Our award-winning solutions are used by more than 1.5 million people in over 7,800 organizations across 70 countries. We help customers to better manage workforce attendance, expenses, projects, professional services teams, and shared services resources.

Our diverse customer base — from start-ups to Fortune 500 companies — trusts Replicon to help reduce compliance risk, keep costs down, and provide greater insight into business performance. Clients include: FedEx, MetLife, New Zealand Transport Agency (NZTA), Novartis, Orbitz, and Xerox. Replicon is a global company with employees in Australia, Canada, India, the United Kingdom, and the United States.

## Want to try it for your business?

Get your free trial now. Free one-on-one support is available throughout the trial. www.replicon.com/free-trial or contact us.