Polaris

Axis Teknologies
Ends Time Leakage and Reduces Overtime Spending

Industry:
Telecommunications

Headquarters:
Sandy Springs, GA, USA

Polaris Solutions:
TimeAttend, TimeBill
and WebExpense

Benefits

Polaris streamlined the tracking process, making various types of time tracking more efficient and accurate.

- Efficiency and accuracy
- Increased administrative efficiencies overall
- Streamlined management
- Enhanced payroll processing, significantly improved productivity and reduced errors

Company Profile

Axis Teknologies is an engineering firm specializing in building wireless infrastructure for the exploding wireless service demands from businesses and consumers. This women-owned firm has been in existence for almost a decade and has established an enviable reputation for providing end to end engineering solutions that enhance the services offerings of wireless carriers, wireless service providers and OEMs.

The Challenge

Axis Teknologies has a wide base of customers who are billed on the number of hours worked. The efficiency of its billing system is essential to the company's growth and it was critical that every loose end be seamlessly integrated. The company was using NetSuite for time tracking and it was proving to be both cumbersome and inefficient. At stake was client relations and Axis did not want to compromise that in any way.

Moreover, if employees submitted their timesheets incorrectly the system did not allow for any corrections. This created delays and forced consultants to call in and request changes instead of letting them focus on the project at hand.

Another disadvantage was that employees' entry time could not be monitored; therefore key data was lost which amounted to money lost. The company had no effective way to monitor employees' time off and related issues. It was clear that Axis had to look for another option.

The Solution

With Polaris cloud-based (SaaS) TimeBill, TimeAttend and WebExpense all these issues wereresolved efficiently. Areas where there could be potential time leakage such as billable hours, time off, vacations, half day, time off for

bereavement and/or jury duty, etc were all sealed right down to the last detail by Polaris' solution. Consultants working on an hourly basis found that there was complete transparency in chargeable time and no undue expenses were billed to the client. Timesheet details could also be sent for processing to Axis' payroll company thereby cutting down on additional administrative hassles and individual payments were processed with ease.

About the efficient way the implementation was done, Debra Korol, Senior Manager of Culture Development remarked, "Our company structure is very different and complex. We have varying levels of benefit structures and the customer success team did a great job in setting it up. They went way above and beyond and the initial roll out up was done in 3-4 days. They helped us out immensely."

The time saved in the whole process translated to savings in costs and by opting for a cloudbased (SaaS) solution over one that was paper intensive made the manager's job easy and increased administrative efficiencies overall.

As Debra Korol, Senior Manager of Culture Development said, "After the Polaris demo we could easily see the benefits over our existing system. We were truly able to tie the person to the project we were billing. When we invoiced, it helped to support any work the employee was doing."

The Results

Convenience in expense management

With Polaris' solutions Axis Teknologies could free managers from the burden of trying to make sense of complex overtime reporting policies because the system took care of all calculations. Now employees could easily upload invoices and/or receipts and download apps for iPhone and iPad, remotely. This is a tremendous advantage for consultants working off-site.

Streamlined management

Polaris' solutions have helped Axis Teknologies' processes become almost error-free and as a result the company's major billable resources, i.e. the consultants, can now use their time for more important consulting work. Routinely almost 30-40% of employees would forget to fill out their timesheets, but with Polaris' email reminder facility there is no longer any need to remind employees constantly. Added visibility has made it easy for managers to work more competently on approvals.

Easy payroll management

Enhanced payroll processing, which was a direct result of Polaris' solution, significantly improved productivity and reduced errors. Debra Korol said, "Payroll used to take us 3-4 days and now it just takes a day. Polaris has freed up the finance department's time so now we can focus on what is more important."Today, Axis Teknologies relies on Polaris to support its continued growth and success.

> **" With Polaris, our consultants are saving a lot of time and many hours of frustrations. "**
>
> Debra Korol, Senior Manager of Culture Development, Axis Teknologies

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About Polaris

Polaris, the world's first Self-driving PSA, has created a new category for Professional Services Automation. For the first time, leaders get intelligent help with decision making as Polaris does the heavy lifting, analyzes real-time data, and delivers live recommendations on the best possible choices for them to decide from. Polaris is created by the team at Replicon, the Time Intelligence company, with over 25 years of industry leadership in enterprise time tracking. Replicon supports thousands of customers across 70 countries, including PwC, SAS, NTT, NSC Global, Omnicom, and Aon.

To learn more, visit www.polarispsa.com

Want to try it for your business?

Watch a live demo now. Free one-on-one support is available throughout the trial:

www.polarispsa/live-demo

Contact Us

sales@polarispsa.com

North America: 1 877 762 2519

Outside North America: +800 7622 5192

www.polarispsa.com