



Cloud-based Platform Supports Corporater's Global Time Tracking Needs



Customer:

Corporater

www.corporater.com

Industry: Software

Headquarters:

Stavanger, Norway

Challenges

- Sought modern cloud-based solution to support international time tracking needs
- Needed to ensure billing accuracy and transparency
- Required an easier way to track employee and consultant time spent on projects and tasks
- Looked to replace Excel spreadsheets to improve scalability, accuracy, and efficiency
- Wanted to increase productivity and deliver against targets

Corporater Inc., a privately held company founded in 2000 and headquartered in Norway, is the leading provider of Enterprise Performance Management solutions enabling businesses of all types and sizes to more effectively maintain organizational alignment and execute strategy.

Seeking scalable time tracking support

As a fast growing company with over 200,000 users in small and medium-sized to Fortune 500 companies, Corporater now has offices in India, the U.S., Argentina, Sweden, Romania, and the United Arab Emirates. According to Rune Halvorsen, President, "Our goals are to optimize processes and continue expanding our international business in the most efficient way possible."

To that end, the company sought to enhance support for global clients by ensuring billing accuracy and transparency. Corporater also needed an easier way to track employee and consultant time spent on projects and tasks, and deliver an outstanding customer experience.

In the company's earlier days, all project time was tracked on Excel spreadsheets, but this process wasn't scalable as they grew, and the lack of accuracy was an on-going concern. Consultants found it time consuming to fill out timesheets, and often filled them out incorrectly or submitted them late, while managers were uncertain if they were tracking the right time for billing. With this in mind, Halvorsen decided to look for a modern solution to the company's time tracking needs.

Cloud-based platform supports company needs

Halvorsen evaluated software from a number of local vendors, but most were limited to supporting only Norway or the Scandinavia region.

Having used Polaris successfully at previous companies, he considered them for Corporater. Once Halvorsen learned about Polaris' new cloud-based platform, he knew he had found what he was looking for.

"I wanted the ease of use that comes from a systematic and automated solution in the cloud, and Polaris had that. With the cloud-based platform,

Use Cases

- Project Costing
- Client Billing
- Time and Attendance
- Absence Management
- Expense Management

Results

- Cloud-based solution supports global time tracking across geographies and time zones
- Easy-to-use, efficient time tracking system ensures data accuracy, saving 1/2 day a month
- Easy and automated invoicing saves two days a month
- Flexible tracking of project progress and all hours, anytime, anywhere
- Able to calculate key productivity performance indicators

we don't have to deal with customizations or upgrades. Everyone is always on the same updated version, and this was a very important factor." Polaris' 24x7x365 customer support and ease of use allowing for high user adoption were also critical.

Global considerations

"We're a global operation working across multiple time zones and currencies," states Halvorsen. "Our company strategy is to be the worldwide leader in enterprise performance management, and to do that we have to ensure outstanding customer service to clients wherever they are located. Another deciding factor in favor of Polaris was that we can use it worldwide to support our international time tracking needs."

Corporater implemented TimeAttend, TimeBill, and WebExpense in Norway, Sweden, and Romania. This is being expanded to all offices worldwide, starting with Argentina. "Overall, Polaris was easy to deploy and adopt. It was a successful implementation and I expect to see a payback in three months."

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Rune Halvorsen, President, Corporater

The Results

Easy online tracking and reporting

For the company's managers it was critical to have an efficient time tracking system that ensures data accuracy. For employees, it was important to have a system that is simple to use. With Polaris, they have the best of both worlds.

"Tracking external and internal time and expenses online in the cloud is a significant improvement to using Excel spreadsheets," reveals Halvorsen. "Reports in Polaris are much more robust, and we have access to better information to manage the company. Internal feedback indicates Polaris is easy to use and enables all employees to be more productive.

"We also now track absences and holidays in the same system instead of Excel, which ensures we're accurately tracking time off. With Polaris, we're saving a half day a month to track time."

Bolstered productivity

"Polaris delivers excellent overall functionality for projects requiring staff from several offices," says Halvorsen. "Corporater now has the ability to track time for external client projects and all internal projects across the business, such as in general administration, sales, and marketing. We have consultants working on a global basis, and with the Polaris cloud-based solutions we can flexibly track project progress and all hours worked anytime, anywhere. We're now able to see how we're using time and how we can optimize it.

"Polaris provides the data we need to help drive our business, and we'll use it to calculate key performance indicators on productivity and how resources deliver against project targets. In the short term, we already know we've increased productivity, because our consultants spend more time with clients and getting work done, rather than spending so much time entering their hours." Corporater can also now identify how much time is spent on developing their own solutions for better product accounting and payback analysis from their investment in internal development.

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Rune Halvorsen, President, Corporater

Improved client billing and invoicing

“A notable benefit of the Polaris implementation is the ease and automation of invoicing,” states Halvorsen. “Before, we used a manual process to gather invoicing data. With the reports now automated, we’re saving two days a month.” Halvorsen predicts additional savings after the global rollout is complete.

“We use Polaris to bill time against projects for specific clients. And some of our clients have multiple projects using many of our consultants, who often bill out at different hourly rates. With Polaris, we can document exactly how much time was spent by whom on what. Our consultants can see at a glance how much of the budget has been spent, and can inform clients if project hours are running out.”

“Polaris also gives us the ability to include comments on invoices, which improves customer satisfaction because of the increased transparency. They don’t have to ask us: ‘What have you done?’ They see detailed descriptions in the invoices of exactly what work has been completed.”

Future Considerations

“I’ve been very pleased with the support from Polaris,” concludes Halvorsen, “and will continue to engage with them to discuss future needs, such as using Polaris for resource management and perhaps forecasting. Most immediately, we plan to feed time data into our own EPM solution internally to create scorecards for enhanced project performance analytics. Corporater is a growing company and we are happy with Polaris and confident in its ability to scale with us.”



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**

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