



# BancTec Increases Its Productivity

## by Accelerating Its Project Management Office

**Industry:**

Financial Services

**Headquarters:**

Dallas, Texas

**Polaris Solutions:**

TimeAttend and TimeBill

## Benefits

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

- More accurate time tracking for project management, development, implementation & support hours in a single, accessible online system
- Easy anytime, anywhere access; simple project identification and approval capabilities
- Data visibility for better decision-making & planning

## Company Profile

BancTec is a global leader in business process outsourcing (BPO), providing financial transaction automation and document management services for clients in 50 countries. BancTec's proprietary IP and deep expertise provides solutions across the financial services, insurance, healthcare, utility, transportation and government sectors. The company operates 21 BPO centers in the United States and worldwide with more than 2,000 employees in 14 countries.

In 2006, BancTec established a formal Project Management Office (PMO) to manage the increasing number of both internal and external projects associated with the company's expansion and adoption of its proprietary IP platform by a growing number of industries. With the increased volume of projects being managed by the team for other departments as well as for customers, the PMO needed a robust, scalable time-tracking solution that could more effectively track and cost employee time on multiple projects in multiple locations.

## The Challenge

Tracking hours associated with multiple projects being executed on a global level was daunting amid growing concerns about accuracy, data reliability and the overall lack of an organized, efficient system to not only manage hours but use hours data to fuel better business decision-making.

"As our PMO organization began to take on more and more projects, it was becoming critical to implement a technology solution that would not only provide us with a more efficient way to track project hours, but also give us more visibility into where, how and why we were spending time," said Beth Owens, manager of the Project Management Office (PMO). Owens is the lead on project reporting which includes an analysis of where time is being spent on projects and how projects get billed to other departments and customers.

By not having a time tracking solution and effective approval process in place, Owens and her team were spending numerous hours dealing with not only ensuring hours were submitted, but also reviewing and correcting data. On top of that Owens had to deal with the pain and additional hours associated with inputting all the employee time on various projects.

Three staff members were required every week just to input hours. With so much time focused on administrative tasks, Owens had to find additional time to then analyze the data to report results back to the teams and to upper management. And while the reporting was done through a painful manual process, Owens had lingering doubts about the true accuracy of the hours she was working with.

## The Solution

Owens looked at several time tracking systems and with a background in software development, she carefully analyzed different solutions against a strict set of criteria. She ultimately selected Polaris because she liked the comprehensive, yet easy-to-use software time tracking features that provided her a complete system for managing project time. Convenient features such as the ability to identify specific projects by name rather than project number and the ability for managers and supervisors to access and approve timesheets regardless of location were key differentiators.

Last year BancTec migrated their data to Polaris' cloud-based solution and now enjoy seamless upgrades and anytime, anywhere access for staff in the field. Moving to the cloud made sense for Owens as the scalability and easy customization of Polaris solutions will be able to handle the PMO's continued growth and expansion. Migration was easy as well with little to no downtime and the improved, intuitive user interface made staff training on the new system a snap. "Being on the Polaris Cloud is great because we're able to take advantage of free and seamless upgrades with no disruption to our business," said Owens.

## The Results

### Streamlined Process for Better Time Tracking

"The time-savings alone has been significant," said Owens. "We've reduced the amount of time spent by three staff members working part-time on inputting hours to only one person part-time, gaining valuable time back that allows me to now focus on business." Owens is now able to spend less time on administrative tasks and more time on value-add activities such as forecasting and more strategic counsel.

### Peace of Mind with More Accurate Data

With Polaris, Owens is assured the staff project hours are accurate and reliable. Her team does not have to waste time

checking the accuracy of numbers and the reporting capabilities enables her team to view data in a variety of ways. "I now have peace of mind knowing that our data is truly accurate and that managers and supervisors are also approving the right data," said Owens.

### Enhanced Visibility for Better Business Planning

This added visibility means that Owens is now able to track internal types of activities for bigger picture decision-making. "I can now see exactly where the teams are spending more time on support vs. product development and it's helpful in defending why and where time was spent on various projects," continued Owens. "This visibility helps us see where we can improve on time management giving us added value and ROI back to the broader organization."

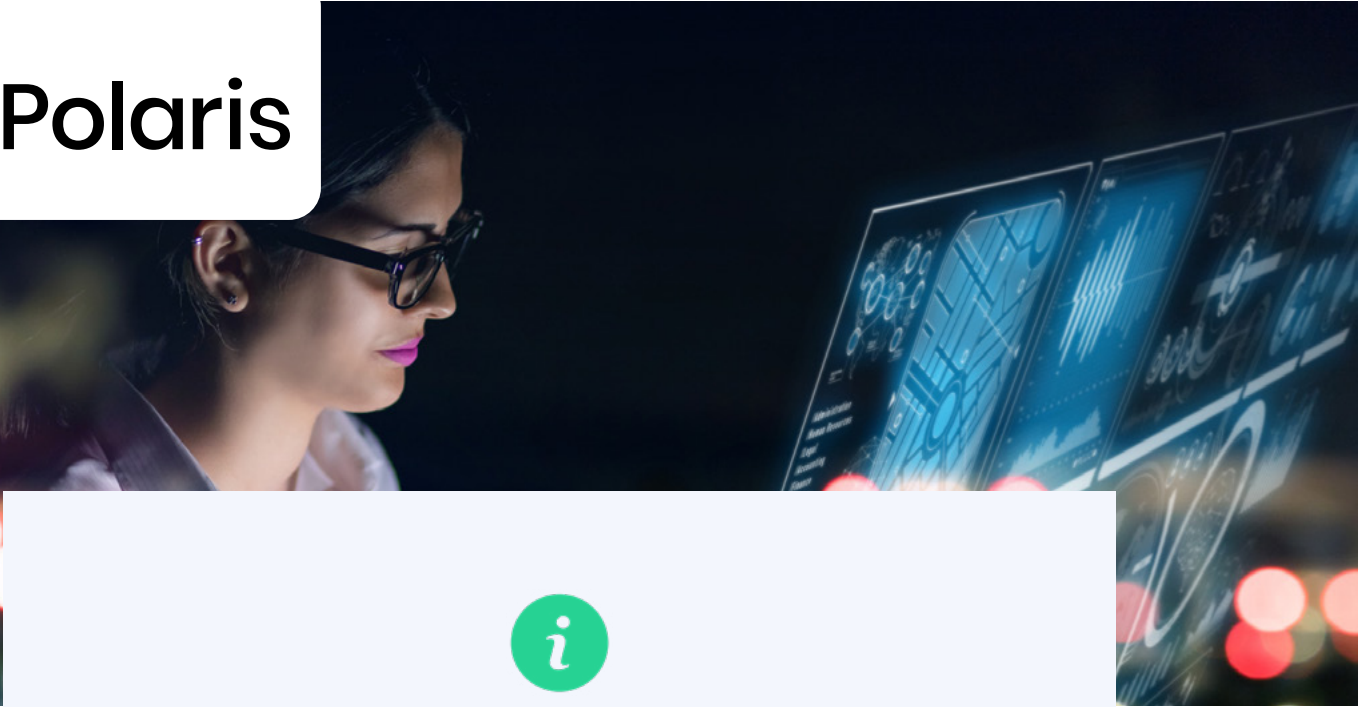


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*Beth Owens, Manager of the Project Management Office, BancTec*



# Polaris



## 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](http://www.polarispsa.com)



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[www.polarispsa.com/live-demo](http://www.polarispsa.com/live-demo)



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