



Fujitsu

Real-time Views of Project Time for Accurate Estimates



Fujitsu is a leading provider of IT-based business solutions for the global marketplace. With approximately 186,000 employees supporting customers in more than 70 countries, Fujitsu combines a worldwide corps of systems and services experts with highly reliable computing and communications products and advanced microelectronics to deliver added value to customers.

Industry: IT Services

Company Size: Large

Products Used: TimeAttend, TimeBill

Challenges

- Inaccuracies when preparing effort estimates and comparing actual costs for client projects
- No easy-to-use time tracking system for both tech savvy and novice users
- Painful, time-consuming, and costly process for checking forms through internal time and expense tracking system

The Challenge

Fujitsu had effort estimates that needed to be accurate when preparing estimates on a project for their client. They also needed a time tracking system that was easy to use by tech savvy and novice users alike.

Several years ago, in order to keep track of billable hours, expenses, and project timelines, Fujitsu developed an internal time and expense tracking system using a small application that took data from a database at the end of the month and generated an Excel file that was e-mailed to the users individually. The Excel file was the official form that needed to be completed by each employee and archived by the personnel department for the Italian national security. The form contained information such as the working days, holidays taken, sick time, overtime, etc. for each day of the month and in addition to completing this form, each user had to log the project activities during the month on a separate form.

As a result, users that weren't familiar with Excel or administrators that didn't have checks and balances in place for the form, made errors or did not complete the form, which created inaccuracy when preparing effort estimates and comparing actual costs.

In addition, this internally created time tracking solution could not fulfill the company's growing needs. The need to ensure estimates were filled in with accurate data caused backlog in client service tracking, as someone in the personnel department had to manually check the forms that were e-mailed back to them. This process was painful, time-consuming, and costly. When Fujitsu saw the enormous backlog of forms that came from each of their offices, the company realized it was time for a better solution.

The Solution

As a leader in hardware and system services, Fujitsu could not afford inaccurate effort estimates. To deliver accurate effort estimates, Fujitsu

needed a time and expense tracking solution that would provide complete visibility into projects. At any time during a project's lifecycle, Fujitsu needed to provide clients with reports on estimated completion times, total project hours, and project costs. Fujitsu also needed a system that was easy to use for all their users, regardless of their skill level.

"Immediately after we have rolled out Polaris our users have verified the ease of use of the system and it is easy for the management team to ask for accuracy we achieve in our effort estimates. By finely measuring the various activities for each project we can adjust our estimates model, finally making estimates that make sense."

Fujitsu first decided what data they wanted to get and how they wanted to organize their projects. They tried a free trial of TimeBill and TimeAttend to see how it compared to their current system and then selected them since they were easy to use, easy to administer, fully supported and inexpensive. The fact that it was flexible was a bonus.

"The system is so flexible. Depending on how you set it up, you can achieve different levels of functionality and usability. For instance, if you realize at a later stage that you made mistakes, it is very easy to correct them without affecting too much (if not at all) the system and the history of data." said Zarrilli. "I think this is fundamental when deciding on a standard system (projects, tasks, users, etc) if you want to get back a consistent set of information."

The Benefits

Accurate Effort Estimate Tracking

"The data for effort estimates has not only been easier to collect, but accurate as well." said Zarrilli. "Many of our users have adopted the system with ease, and with e-mail notifications and approvals, time tracking has been accounted for."

Increased Project Profitability and Client Satisfaction

Polaris' robust reporting means increased accountability and client satisfaction. With just a few mouse clicks, Fujitsu now provides clients with immediate, real-time updates on project timelines and project costs.

"With this system we have simplified our internal procedures and made our users happy as they have one less form to fill in." said Zarrilli. "At a glance managers can compare effort estimates to actual costs."

Over 90% Decrease in Client Billing Times

TimeBill's simple reporting tools have significantly reduced the time it takes for Fujitsu to prepare their monthly time billing.

"Our billing is now prepared in a matter minutes, while it used to take days with the previous system," said Zarrilli. "With TimeBill, billing is now completely automated, whereas in the past, we relied on spreadsheets and hard copies, which was a time consuming process, and not always accurate."



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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.com/live-demo

Contact Us

sales@polarispsa.com

North America: **1 877 762 2519**

Outside North America: **+800 7622 5192**

www.polarispsa.com

Results

- Decreased their time and expense approval process from days to minutes
- Reduced their billing cycle from days to minutes
- Historical project reports allow for accurate project costing and budgeting
- Reports are now created using the simple reporting tool
- Enhanced project management, due to better visibility into employee productivity
- Estimates and activities are now completed accurately and ontime, due to Polaris' ease of use