

Contoural Streamlines Time Tracking Process, Giving Consultants 30% More Time to Generate Revenue



Industry
Consulting

Headquarters
Mountain View, California

Replicon Solution
TimeBill

Benefits
TimeBill streamlined time and project tracking, simplified the billing process and eliminated the use of multiple spreadsheets.

- ▶ Automated process has saved 35% of time spent on billing clients.
- ▶ Consultants spend 30% less time completing timesheets, which translates into 30% more time devoted to revenue generating activities.
- ▶ Integrated easily with QuickBooks online version.
- ▶ Customers now receive comprehensive reports instead of multiple timesheets.

Company Profile

California-based Contoural is a business and technology consulting firm focused on helping clients with litigation readiness, compliance, information and records management, and data retention strategies. Its client base is made up of over 20% of the Fortune 500 companies as well as a number of midsized companies and public-sector entities.

A primary component of a consulting firm is the ability to manage projects and bill according to time spent providing services. However, Contoural found that they had an inefficient process for time tracking and billing that was costing its nearly 50 employees valuable time and creating unnecessary administrative work.

“Our people were putting their timesheets into two different formats—one for internal timesheets so we knew what they were working on and one that we would send to clients when we billed them. It took a lot of time and was all done in Excel,” said Judy Gum, Chief Financial Officer. On the billing side, the same employee data then had to be manually entered into their QuickBooks accounting software in order to create an invoice.

A User-Friendly Solution with 24/7 Access

Contoural proactively researched multiple solutions, ultimately deciding on Replicon’s TimeBill to help streamline and simplify their administrative tasks. “We looked at four different companies seriously and chose Replicon because it met our requirements at the right price point,” said Gum.

Contoural was looking for a program that would be simple for their consultants to use and easily accessible. Replicon’s cloud-based solution met those needs with their user-friendly interface and 24/7 online access. “Our consultants work all over the country and sometimes overseas, so it was a requirement that we find a solution that they could access from anywhere at any time,” said Gum.

Saving Valuable Time On Billing and Reporting

In addition to needing a solution that was hassle-free and easy to learn, Contoural wanted software that could simplify its billing process. With the assistance of Replicon’s support team, it was able to easily integrate the Replicon’s TimeBill into its Web-based QuickBooks program, saving it considerable time on the billing side of the business.

“Now there’s no more double data entry to QuickBooks, which has saved us about 35% of time, administratively. It’s a pretty dramatic savings,” said Gum. In terms of time spent on reporting, Gum is now able to run utilization reports for employees with just a click of a button, whereas she used to have to compile them manually. “Consultants have billable goals every quarter and now we can look at that in Replicon and see where they are in terms of meeting their goals at any time,” said Gum.

“Replicon’s solution has personally saved me a lot of time because consultants no longer have to call me for a status update on how much time they’ve put into a project. Everyone has easy access to a record of the hours they’ve worked to date.”

“ We’ve become automated because of Replicon. The timesheet solution alone has saved consultants at least 30% of their administrative time which translates to having more billable hours and the opportunity to generate additional revenue. ”

Judy Gum, Chief Financial Officer, Contoural

About Replicon

Replicon is the leading provider of cloud-based time sheet software with over 1.5 million users in 70 countries.

For over 15 years, Replicon has empowered thousands of companies of all sizes to increase their productivity and profitability by providing hassle-free time and expense management capabilities and superior customer service.

Our growing suite of fully integrated applications provides a complete solution for any time tracking need including professional services, IT chargebacks, project costing, time & attendance, time off and more.

And according to Gum, project managers are more efficient now that they are able to see an entire project instead of piecing data together through email and phone calls to individual consultants.

Hassle-free, Accurate Reports Make Life Easier for Everyone

When Contoural consultants work with a client, it's referred to as an "engagement," which often entails multiple projects that need to be tracked. Consultants require weekly status reports to help them stay on track with their many projects, which had been a tedious process in the past.

Replicon's support team worked with Contoural to tailor a status report to fit their needs. "There could be several people working on a project and multiple projects within an engagement. It was hard to monitor all of that activity accurately, but now with Replicon we are able to do that. Data gets entered by project, so everyone can see how many hours have been spent on a specific project and who spent them. It's very helpful," said Gum.

Contoural's clients are also enjoying the benefits Replicon offers. When clients receive an invoice from Contoural, they also get documentation of the time spent on projects. Because there are usually multiple people on one project, clients were receiving multiple timesheets for their records. "Now with the report we were able to create in Replicon, Contoural clients get just one comprehensive report. It has made our life easier and undoubtedly theirs," said Gum.

Customizations and Implementation From a Knowledgeable, Responsive Support Team

When Contoural chose Replicon, there were a few features they needed to add that were specific to their organization's needs. Replicon provides the flexibility of tailoring its solution to its customers' needs, so Contoural made some customizations to the appearance of the interface, created reports specific to its organization and used the expertise of the Replicon development for a custom integration.

"Our experience during the implementation was great; Replicon was very receptive to what we needed and the development team was extremely supportive. If there's ever an issue, the support team is very responsive and proactive about helping us and keeping us updated," said Gum.

Automated System Creates Opportunity to Generate More Revenue

Contoural has been with Replicon since 2010, with about 80% of the company using it as part of their daily workflow. The solution has streamlined time and project tracking, simplified their billing process and eliminated the use of multiple spreadsheets.

"We've become automated because of Replicon. The timesheet solution alone has saved consultants at least 30% of their administrative time which translates to having more billable hours and the opportunity to generate additional revenue," said Gum.

Want to try it for your business?

Sign up for a free trial at replicon.com/free-trial or contact us:

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