

IT Consulting Firm Increases Productivity and Identifies New Revenue Possibilities



Organization

Metro IT Resources

The Challenge

Metro IT Resources needed a reliable time-tracking solution that was easy to use and could be accessed from any location by its U.S. and Puerto Rico-based consultants.

The Solution

Replicon's suite of easy-to-use, web-based software allows Metro IT to successfully implement time-reporting strategies for all of its employees, as well as increase productivity tracking company-wide.

Results Summary

- ▶ Consultants enter time from anywhere at any time
- ▶ Reports are easy to create
- ▶ Productivity is easy to identify
- ▶ Project costs are tracked in real-time
- ▶ Managers see where improvements need to be made
- ▶ Excellent ongoing customer support from Replicon

"I think the most important value is the people behind Replicon that provide you with the necessary support and help whenever you need it. The product fulfills all our basic needs, and I'm very happy with it and even happier with the people behind it."

Santiago W. Agosto, Vice President of Operations
Metro IT Resources

Company Profile

Metro IT Resources is a Puerto Rico-based consulting company that provides I.T. staffing to large and mid-size companies. Founded in 1976, Metro IT currently provides temporary and direct placement consultants to insurance agencies, banks, pharmaceutical companies, and telecommunications firms in both the United States and Puerto Rico.

Five years ago, Metro IT Resources purchased a similar IT consulting firm located in Richmond, Virginia. At that time, both organizations used in-house time-tracking systems that could not be merged or accessed off-site. In order to efficiently manage its widespread operations, the newly formed company needed to implement a single, cloud-based system that could be accessed remotely. Additionally, its consultants in the field needed a reliable way to report their productivity from any client location.

Company executives initiated a search for better time-tracking and reporting software, and were impressed with what Replicon had to offer.

"Comparing all the programs that we were looking at, Replicon best fulfilled our basic needs and was within the budget that we had," said Sandy, who was involved in the selection process for the new program.

A System Anyone Can Use

Once the decision was made, Replicon's Professional Services team assisted Metro IT in implementing the new suite of services: Web TimeSheet Time & Attendance, Project & Billing, and Web Expense – all seamlessly integrated. The company's consultants had no problem learning how to use the new system, and it was soon being utilized by all of Metro IT Resources' staff, including the president.

"We use Replicon to track time and expenses to bill our clients. That's the bread and butter of our industry," said Sandy.

Replicon's Web TimeSheet and Web Expense software lets Metro employees enter their critical data into a simple web-based interface from anywhere. That data includes time spent on projects, employee attendance, time off, and business expenses. The system also gives Sandy the ability to designate which employees are authorized to view and approve these timesheets and expenses.

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"All the timesheets are verified and approved by a staff support coordinator, who is basically the liaison between our employees in the field and in the office. We require their hours to be entered on a weekly basis, so we know where we stand during the month. To tell you the truth, it's very simple to use. [If there's an issue], the problem resides in the employee, not in the system."

Identify Ways to Increase Revenue

Metro IT Resources also identifies ways to increase revenue, thanks to Replicon's comprehensive reporting abilities. "Replicon gives us the amount of hours used and the amount of hours remaining on a project," said Sandy. "We give the client a call and let them know that within a month the project is going to be finished and if they need extra time we can prepare work orders in advance."

Support Like Never Before

With Replicon, Sandy reports that customer support issues are a thing of the past. "[Before using Replicon] we did have our own server where another company that we dealt with was hosting the program for us. But since we were not receiving the proper maintenance or handling of different situations, we decided to go web-based," Sandy said.

"Whatever issues that we have had, the response time has been excellent. They have worked with us hand-in-hand. It's not something where they just send over an email and say, 'You fix it.' No, he's online with you until the problem is resolved," Sandy said. "And needless to say, if that person does not know how to fix the problem, he'll get somebody that does, so that's really great."

Personalized Attention that Goes a Long Way

Overall, Metro IT Resources has been impressed with Replicon's commitment to quality services and customer support. "I think the most important value is the people behind Replicon that provide you with the necessary support and help whenever you need it," Sandy said. "The product fulfills all our basic needs, and I'm very happy with it and even happier with the people behind it."

Want to try it for your business?

Sign up for a free trial at www.replicon.com/freetrial or contact us.

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