



C U S T O M E R S U C C E S S S T O R Y

CUSTOMER

North Carolina State University

INDUSTRY

University

Number of Locations

One

SYSTEM

Sage TimeSheet

Sage TimeSheet Helps University Efficiently Manage Projects, Increasing Billings and Averting Layoffs

North Carolina State University's Creative Services department serves the institution's Office of Public Affairs. With responsibility for creating the publications and other deliverables used in recruiting, promotion and fundraising, the twelve person department plays a critical role in the university.

As a public institution, NC State was recently confronted with cuts in its state financed budget. Facing possible layoffs, the Creative Services department needed to help support itself through other means and find another way to fund the positions. As a result, the department developed an innovative plan to supplement its existence by billing both internal and external clients for its services.

The group traditionally tracked time manually, which lacked the accuracy and planning capabilities their new fee-based system required. In the past, if estimates of the time spent on a project were low, there were few consequences, since the records were just for internal purposes. Once the department had specific dollar figures to meet in order to maintain its staff, accuracy and planning became crucial concerns.

In advance of the budget cuts, department management reviewed the options for automating its systems and selected Sage TimeSheet, a project-based time- and activity-tracking system from Sage Software.

Flexible and Easy to Use

In analyzing its options, the NC State Creative Services department management was pleased to find that Sage TimeSheet delivered the flexibility necessary to meet their needs. As with many creative organizations, the department has a number of employees utilizing Macintosh systems, so the inclusion of Sage TimeSheet in both a Web-based and a native Windows timesheet interface was key to this multi-platform department. Additionally, the ability to create a project and assign resources in Microsoft® Project, then import into Sage TimeSheet, delivered the powerful integration the department required. "The user interface is great, as is the simple browser access to the system," says Ron Kemp, executive director of creative services, NC State University.

CHALLENGE

Find an easy-to-use project-based time-tracking system to help boost efficiencies and increase billings.

SOLUTION

Sage TimeSheet PC and Web-based time tracking software for workgroups of any size, including Microsoft® Project integration.

RESULTS

Experienced double-digit increases in billings over previous year; increased accuracy by eliminating manual recordkeeping; identified efficiencies and enabled better resource planning.

"We've seen a solid ROI from a management effectiveness standpoint, as well as in real dollars. Not counting the additional revenue we're receiving from previously unbilled sources, we've seen a more than 13% increase in our returns from outside clients over last year."

—Ron Kemp, Executive Director
Creative Services Department
North Carolina State University

ABOUT SAGE SOFTWARE

Sage Software has been responding to the needs, challenges, and dreams of small and mid-sized businesses for over 25 years. With a complete range of business management solutions and services, Sage Software helps companies improve customer relationships, reduce costs, and automate and integrate a variety of operational activities. Its solutions support the specialty needs of a broad scope of industry segments, including manufacturing, distribution, construction, real estate, nonprofit, and professional services.



"But perhaps the biggest selling point was the ability to integrate with Microsoft Project. That level of flexibility really allows me to customize the product to fit my needs."

Automation Enables Better Budgeting

Powerful budget setup and reporting in Sage TimeSheet delivers the information and level of detail NC State's Creative Services department requires. The team is better able to track time and deliver accurate estimates on projects, enhancing budget effectiveness and increasing dollars earned.

"With Sage TimeSheet, we now can see how our time adds up, which has helped us price our services appropriately," says Kemp. "This has been an invaluable tool to help us maximize our billings."

In addition, the reporting features in Sage TimeSheet have helped the department identify ways to be more efficient, by giving an accurate view of the breakdown of time spent on each project.

"Sage TimeSheet helps me look at the individual efficiency of the staff," says Kemp. "Hopefully I'll never have to use it this way, but if layoffs are necessary in the future, I can look at my records and see which employees are pulling more of the load."

Solid Return on Investment

With Sage TimeSheet, the NC State Creative Services department has seen a quick return on its investment (ROI), as billings have significantly increased.

"We've seen a solid ROI from a management effectiveness standpoint, as well as in real dollars," says Kemp. "Not counting the additional revenue we're receiving from previously unbilled sources, we've seen a more than 13% increase in our returns from outside clients over last year. This is a substantial up-tick in revenues, and certainly more than we expected, particularly in a year with overall reduced university budgets."

Sage TimeSheet Surpasses Expectations

In summing up his department's experiences, Kemp remarked, "At a reasonable cost, Sage TimeSheet does what I need it to do, while offering customization and flexibility in set-up that allows me to tailor the product to fit my specific needs. The benefits we've received as a result of implementing this solution have far surpassed our expectations."