

# Mid-Sized IT Consulting Firm Improves Productivity and Meets Government Compliance with Tenrox

*Regent Systems Inc.'s main challenge was to better manage hundreds of mobile consultants' time tracking and billing for government contracts.*

## Market background

Regent Systems began as a subcontractor in support of the United States government defense industry. After two years of successful contracting with the government, Regent Systems initiated the appropriate steps to accelerate its growth as an IT provider. The mission of Regent Systems Inc is to provide opportunities for individuals to excel in the information technology profession while at the same time providing high quality products and services for their customers.

## Challenge

**The Challenge: How to Better Manage Hundreds of Mobile Consultants' Time Tracking and Billing for Government Contracts.**

By 2006, Regent Systems had grown into a successful government consulting firm specializing in IT services and support with a focus on information systems, telecommunications technologies and logistics processing. Based in Dayton, Ohio, Regent Systems has many offices geographically located near Defense Logistics Agency centers and other key customer sites across the country.

But with growth comes challenges. With an inherently mobile force, including hundreds of consultants geographically dispersed throughout the country, Regent Systems' ability to effectively manage time and billing had far outgrown the capabilities of its antiquated, in-house system. The company had relied far too long on large numbers of manual entries and informal exchanges as well as multiple spreadsheet analyses. As a government contractor, the increasing burden of compliance created an imminent need to make certain the most accurate accounting was in place to withstand any potential reviews by the Defense Contract Audit Agency (DCAA), an entity that ensures costs billed to contracts are legitimate and allowable under the government.

*"Tenrox could provide a flexible solution that conformed to Regent Systems' specific needs instead of vice versa where we were trying to match our requirements with other technology offerings."* — Carla Jones, Chief Accountant



**INDUSTRY:** IT Services and Support

**REGION:** USA – Midwest

**WEBSITE:** regentsystems.com

## At a Glance

### Challenges

- Management of time and billing had outgrown their system's capabilities
- Manual entries
- Multiple spreadsheet analysis
- Burden of compliance
- No accounting controls for tracking time & billing

### Benefits

*The Cost and Revenue Accounting module allows RSI to easily administer and track:*

- Manager-employee notification
- Vacation and Personal Time Off (PTO)
- Cost and billing
- Hours used versus hours available
- Contract modifications
- Open positions

# The Tenrox by Upland Solution

## The Answer: An “Intelligent” Cost and Revenue Accounting Solution by Tenrox.

After conducting a four-vendor review, Regent Systems selected the Tenrox Project Workforce Management – Cost and Revenue Accounting solution and installed it in May 2006. This integrated system measures the productivity and/or profitability of each project by providing real-time revenue and cost overviews. It also automates billing or charge backs based on organizational or project breakdown structures.

“After conducting our due diligence, Tenrox clearly demonstrated the ability to implement an integrated cost and revenue accounting system for our company that would actually work,” Jones said. “Tenrox could provide a flexible solution that conformed to Regent Systems’ specific needs instead of vice versa where we were trying to match our requirements with other technology offerings.”

The Cost and Revenue Accounting module easily addressed Regent Systems’s immediate requirements (and more) that involved its ongoing need to administer and track:

- **Manager-employee notification;**
- **Vacation and Personal Time Off (PTO);**
- **Cost and billing;**
- **Hours used versus hours available;**
- **Contract modifications;**
- **Open positions.**

In addition, Jones was impressed with the overall intelligence behind the Tenrox solution. “There were so many ways of doing things that it made us really stop and think about our operations and accounting as a whole, and how we could work so much more efficiently,” she said.

# Benefits

## The Result: Compliance, Efficiency and a Strategic Look Ahead.

Regent Systems rolled out the Tenrox solution in two phases to better manage user interface questions and issues among its 150+ users. Once fully deployed, the solution yielded immediate results for Jones and her department.

“We immediately saved a minimum of 20 hours a week in terms of headaches, time and effort,” Jones said. “We were in the process of hiring another full-time employee in the accounting department, but we quickly realized that wouldn’t be necessary with the new Tenrox system.”

The invoicing capability allowed Regent Systems to automatically generate invoices according to pre-set categories and deliver them directly to the accounting department, eliminating the need for midstream, decentralized checks and balances that slowed down and disrupted the accurate flow of data. In addition, the highly configurable, detailed report views gave Regent Systems a new, 360-degree perspective on new projects, allowing the company to track hours compared to budget – in real time.

“The Tenrox solution has streamlined much of the day-to-day accounting oversight and administration associated with project management, freeing more of my time to focus on more long-term planning,” Jones said. “Tenrox has also given us the tools to take a strategic, big picture view of what we’ll need to accomplish or change to stay successful into the future.”

## About Tenrox

Upland’s Tenrox is a cloud-based professional services automation software application that automates project initiation, resource management, time and expense, and reporting and analytics to improve the management of billable projects from pipeline to close. Tenrox offers configurable cost and billing rules, including chargeback or invoicing, with certified integrations to all major CRM and accounting systems.

## About Upland

*Upland Software provides Cloud Solutions across the enterprise enabling amazing customer outcomes in:*

- + PROJECT & IT MANAGEMENT
- + WORKFLOW AUTOMATION
- + DIGITAL ENGAGEMENT