

## KnowledgeCentrix reduces billing process from 3 days to 1 hour

### CHALLENGES

- ▶ KnowledgeCentrix was manually tracking time on paper reports filled out by engineers in the field leading to errors in data entry and stretching receivables out to thirty days.
- ▶ With a growing business, they were on the verge of hiring additional administrative personnel to work with billing and sales.
- ▶ Managing resource utilization on Excel spreadsheets, there were doubts about the accuracy of the information and KnowledgeCentrix was unable to do any historical analysis on projects.

### SOLUTION

- ▶ QuickArrow streamlines the capture of billable time and expenses with default project code settings and automatic population of time cards - increasing accuracy while shortening invoice and billing cycle time.
- ▶ QuickArrow's strong processing flows ensure timely approvals of time and expense cards individually or collectively.
- ▶ QuickArrow allows services professionals visibility into resource schedules and availability in real-time and creates more effective and profitable project teams through appropriate staffing.

### RESULTS

- ▶ **The weekly billing process was cut from three days to one hour and accounts receivable was reduced from 90 days work delivered to 30 days.**
- ▶ By integrating QuickArrow to QuickBooks, KnowledgeCentrix avoided hiring another resource, **saving \$80k annually.**
- ▶ Complete insight into engineer's skills and availabilities gave KnowledgeCentrix the ability to choose the best resource at the lowest cost for a project, leading to **a 20% increase in project profitability.**



“ *With QuickArrow, we don't have to manage the costs associated with projects on hundreds of spreadsheets and we are staffing projects better because the resource management tool provides a true picture of our utilization on engineers.* ”

- Chris Andreozzi, President