

Spanlink Reduces End-of-Month Billing Cycle From 2 Weeks to 2 Days – Gains Valuable Insight Into Key Operational Metrics

CHALLENGES

- ▶ As a growing company, Spanlink had difficulty maintaining and upgrading their proprietary time-tracking system. The lack of a central database meant different departmental views into team and project performance, and a 2 week lag in revenue recognition at the end of each month.
- ▶ Project scheduling in spreadsheets led to scheduling conflicts and an overall lack of communication between project managers and resources.
- ▶ Key metrics such as resource utilization and percent billable were not tracked, and therefore, conclusions were based upon opinion, resulting in poor business decisions.

SOLUTION

- ▶ The powerful set of resource management tools in QuickArrow enable project and resource managers to quickly search for and assign the right resources to the right projects.
- ▶ QuickArrow's Advanced Analytics module delivers critical business intelligence and the ability to view detailed data – providing valuable insight into project profitability, utilization, and actual vs. forecasted revenue.
- ▶ QuickArrow's PSA solution is scalable, reliable, and secure. The SaaS delivery method means there is no software to install, maintain, or upgrade.

RESULTS

- ▶ **Reduced the end-of-month revenue recognition process from 2 weeks to 2 days** through the ability to manage operations without continuously maintaining and enhancing a homegrown solution.
- ▶ QuickArrow's customizable reporting engine and dashboards have delivered 16 months of concrete data, **supporting better business decisions and eliminating unproductive weekly meetings and inefficient scheduling.**
- ▶ Greater visibility into project status and metrics enables **more informed business decisions, better resource allocation, and greatly increased billable revenue.**



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With QuickArrow we were able to establish a common vocabulary because we are all looking at one dashboard. From executives all the way down, we now make better decisions knowing the data is legit.

- Scott Schreier, Director of Professional Services

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