

## Salesforce.com Recovers \$80,000 in One Month's Unbilled Expenses by Leveraging QuickArrow

### CHALLENGES

- ▶ The lack of a centralized reporting engine meant compromised visibility into project progress as well as unpredictable and inaccurate forecasting.
- ▶ Salesforce.com's rapid growth required a solution that would be scalable as the company continued to expand.
- ▶ Manual data aggregation required four days to complete. Vulnerable to data entry errors and omissions.

### SOLUTION

- ▶ QuickArrow offers unparalleled visibility into all key operational metrics, including one-click, real-time report updating along with the ability to easily view information from multiple systems in a single integrated report.
- ▶ QuickArrow's 100% Web-native on demand application is scalable, reliable and secure.
- ▶ QuickArrow's strong processing flows ensure timely approvals of expense, time, fixed price billing events, etc., by appropriate project managers and financial managers. QuickArrow's efficient, automated processes decrease invoice cycle time and increase accuracy.

### RESULTS

- ▶ **Headcount managed increased by more than 100%** without the need to add administrative staff.
- ▶ The ability to **maximize resource utilization.**
- ▶ The time required to collect and aggregate T&E data was reduced from **4 days to 1**, and the time required for billing decreased from **4 days to about 30 minutes.**



“Greater visibility into their services metrics eliminated virtually all Expense leakage, and enabled the recovery of \$80,000 in a single month's previously unbilled expenses.”