OpenAir®
A NETSUITE COMPANY

Consulting-Portal
www.consulting-portal.com

At A Glance:

- **Company:** An IT Consulting firm that helps Fortune 500 and mid-size companies assess, design and implement robust IT Service Management processes.

- **Employees:** 14

- **Industry:** Consulting; IT

- **Location:** Toronto, Canada and Atlanta, GA

- **Challenges:**
  – Expense tracking was manual and extended the company's billing cycle
  – Tax credit applications were labor intensive due to manual processes
  – Revenue leakage resulted from a lack of automation

- **Results with OpenAir:**
  – Savings. OpenAir allows Consulting-Portal to easily apply for Canadian tax credits.
  – Return on Investment. Revenue from tax credits pays for OpenAir system.
  – Simplification. 30% of company consultants use mobile access to enter time and expense.
  – Training. Easy for staff to get up to speed quickly using OpenAir.

"OpenAir reporting has been a lifesaver for us!"

— David Mainville, Co-Founder of Consulting-Portal

Results

OpenAir has provided an unexpected benefit at CP that has essentially allowed the system to pay for itself. In an attempt to stimulate growth in the technology sector, the Canadian government offers tax credits to organizations that perform software development.

Due to its meticulous time tracking functionality, OpenAir has significantly alleviated the application process. "To become eligible for these credits, we have to provide detailed information regarding the manpower and resources we put into software development," said David Mainville, Co-Founder of Consulting-Portal.

"Because of OpenAir's task specific time tracking and various automated alerts and approval processes, a simple report is proof that all our software development efforts are genuine." With this accurate and readily available data, CP's tax credits are processed quicker, translating into a more positive cash flow.

For most business transactions, the Canadian government levies a Goods and Services Tax (GST). However, when work is done for a U.S. client, the tax is reimbursed back to Consulting-Portal. "A simple custom field within OpenAir allows us to flag all transactions that have been performed for U.S. clients so we can easily submit our claim for tax reimbursement."

OpenAir has completely taken the headaches out of applying for tax benefits at CP and has provided the organization with a unified database for their company sensitive information.

With an incredible return on investment as well as powerful business processes and metrics, CP's management team is thrilled with OpenAir. However, the consultants at the company are equally impressed by OpenAir's functionality and ease of use.

"20-30 percent of our consultants use OpenAir for BlackBerry or Palm to keep their time and expense entries up to date," said Mainville. "I have been out to dinner with employees and have witnessed them pull out their PDA and input their expense receipt while still at the restaurant table!"

With availability from any internet connection as well as various hand held devices and an offline application, OpenAir provides the most accessible software solution for the traveling services consultant.

Find out more: contact OpenAir at 1.888.367.1715 or visit www.openair.com

consulting-portal
Improving IT
Reliability and Productivity

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" OpenAir provides us with power-ful metrics that demonstrate how our services are performing."

— David Mainville

Co-Founder of Consulting-Portal

Challenges

Prior to using OpenAir, expense reports were filled out, mailed, and compiled completely manually through Microsoft Excel. "Taking charge of our expense reimbursement was essentially a full time job," said Mainville. "We run our expenses every two weeks and it felt like as soon as one expense cycle was complete it was time for the next."

In a hectic business environment, manual processes provide opportunities for lost revenue. Before OpenAir, it was not uncommon for Consulting-Portal to see significant revenue leakage due to a lack of automation.

The Solution

OpenAir provides checks and balances to limit these occurrences and maximize profits. With a fully integrated link between project billing and invoicing, CP has been able to catch errors that previously went unnoticed. "OpenAir reporting has been a lifesaver for us," said Mainville. "During every billing cycle, we run reports to confirm that all billable line items have an associated invoice.

On two or three occasions we have caught charges that were never processed or invoiced out to our clients." Without OpenAir, this revenue would simply be lost and never recognized. The system has also simplified invoice aging onto a single screen which provides a more automated and intuitive experience.

With a tightly managed invoicing process on the back end, project management at CP has also benefited from the automation and consistency provided by OpenAir. Previously, projects were merely managed with a single task to track time and expense. "OpenAir has revolutionized our project management capabilities. We now are able to develop robust work break down structures that allow us to monitor project performance across both time and budget."

Through robust billing rules and automated billing, CP can categorize services delivery with unprecedented visibility. "OpenAir provides us with powerful metrics that demonstrate how our services are performing. We can then take this information and make smarter decisions when accepting business opportunities."