

Digital Technology International

www.dtint.com



At A Glance:

- **Company:** A proven provider of editorial, advertising, circulation, Web publishing, production, business and professional services solutions for the newspaper and media industries.
- **OpenAir Users:** 350+ users worldwide
- **Industry:** Software; Media
- **Location:** Springville, UT
- **Challenges:**
 - International software firm lacked the necessary functionality with @task to optimize performance.
 - Time tracking was nonexistent.
 - As a result, project costing was a real struggle.
- **Results with OpenAir:**
 - Savings. Eliminates the need for additional project coordinators.
 - Efficiency. Automated expense reports and approvals replace previous paper system.
 - Visibility. Company can now accurately track critical key performance indicators.
 - Control. On-site hosting provides IT department with first hand access.

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Results

Shortly into their use of OpenAir, DTI quickly benefited from an increase in efficiency across multiple disciplines. “With @task we required three project coordinators to handle our workload. OpenAir has enabled us to do the same amount of work with only two coordinators,” said Trent Schoonmaker, Sales Operations Manager at DTI.

These advantages are also evident in the organization’s expense tracking. DTI, whose solutions help media companies run more effectively, has saved itself time due to OpenAir’s automated expense reporting functionality. “We no longer have individuals submitting paper copies of expense reports.

OpenAir’s electronic approval process speeds up everything,” said Carrie Cox, OpenAir Administrator at DTI. Automated alerts and online submissions have taken out the leg work regarding expense tracking.

With greater efficiency comes increased visibility. OpenAir has enabled DTI to accurately monitor project metrics in real time.

“We now can accurately track project costing, time spent on projects, and hourly billing. This allows us to keep our clients in the loop on the progress and performance of our projects.

With forward looking forecasts, we are able to identify troubled projects more quickly and address problems more effectively,” said Schoonmaker. Employees have been vocal about the value that OpenAir reports provide them.

“Our previous system had a reporting engine but it did not provide us with the caliber of visibility that we now have. Our managers are excited about the information they are able to extract from the system,” said Cox.



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



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The Challenges

Prior to OpenAir, DTI managed projects and resources in a single system. However, this solution was not used company-wide and the critical business processes of time and expense tracking were either manual or nonexistent.

“Before we brought in OpenAir, we had no time tracking system in place at all,” said Schoonmaker. Furthermore, expense tracking was a manual process.

Along with work breakdown structures, DTI develops detailed agendas to accompany their project plans. These agendas were stored within a separate database that was not always accessible to remote employees.

DTI was unable to integrate the agendas with their previous project management solution. “It was clear that if we wanted to improve our agenda process, we needed a new and improved solution,” said Cox.

DTI quickly learned that in order to accurately calculate project accounting and cost metrics, precise time and expense tracking was essential.

“We really struggled with project costing before OpenAir because we had no time tracking system. As we were evaluating PSA solutions we pushed hard for intuitive time and expense tracking functionality.”

The Solution

OpenAir provides DTI with the answers to their needs; a fully integrated system to track time, expenses, employee and project information.

Every employee at DTI uses the system. “Our old system was only used by approximately 15 people in the entire company. Now over 350 DTI employees across the world enter their time and expenses,” said Cox.

OpenAir has enabled DTI to unify their international business and has ensured that the entire organization is on the same page.

Opting to host OpenAir themselves, there was premature anxiety over the support that OpenAir would provide.

“We were and continue to be impressed by the level of support that we receive,” said Schoonmaker. “Our IT department preferred that we host our instance of the system and OpenAir’s engineering team was invaluable during our installation.”

OpenAir’s help desk also provides prompt and accurate solutions to any technical or process inquiry that DTI may have. It is this level of support that guarantees the success of OpenAir at DTI.

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