



Fronde

www.fronde.com

At A Glance:

- **Company:** A software development and integration firm that specializes in mobile and online channels, agile project management, and Software as a Service.
- **Employees:** 170
- **Industry:** Software
- **Location:** Wellington, NZ
- **Software switched from:** Changepoint
- **Challenges:**
 - Upgrades were needed to keep original software solution in line with processes.
 - Fronde witnessed an industry shift to online, automated solutions for project management.
 - As a result, Fronde wished to move business processes to a SaaS platform.
- **Results with OpenAir:**
 - Simplicity. Online time and expense entry speeds up Fronde's billing cycle.
 - Access. Fronde employees can access the system from any internet connection.
 - Flexibility. OpenAir is completely customizable and enhanced regularly.
 - Support. Unparalleled customer support aids user adoption and company efficiency.

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— Hazel Renn, Business Systems Support Manager, Fronde

Results

After signing on with OpenAir in 2005, Fronde, a software development and integration firm based in New Zealand, saw immediate improvements to its operational efficiency. For example, the organization’s billing cycle was reduced due to streamlined timesheet submission.

With the ability to enter and submit timesheets from any internet connection, there is no delay for remote users. Now that Fronde has control over time and expense tracking, invoices get out the door more quickly and cash flow is optimized. This has also led to increased visibility into critical performance indicators.

“We use OpenAir for projection reporting,” said Renn. “With accurate time and expense figures as a base, we are now able to build accurate and detailed reports on project performance and profitability.”

OpenAir’s robust integration capabilities provide Fronde with a seamless workflow from sales lead to bookkeeping. Integration with salesforce.com on the front end and Navision on the back end ensures data integrity.

Furthermore, the ability to clone projects and copy billing and revenue recognition rules from one project to another saves project managers time and effort.

A software solution is only as effective as the support team behind it. OpenAir understands this and operates with customer support as its backbone. “OpenAir’s support team is absolutely brilliant,” said Renn. “We feel like we have access to the people in the organization that truly understand the product.”

Despite a 16 hour time difference, Fronde receives timely responses to their support inquiries. This does not go unnoticed by management. “Our end users rarely run into any of the issues that we raise with OpenAir support due to their stellar response time. This has been essential to our highly successful user adoption.”

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



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— Hazel Renn

*Business Systems Support Manager
Fronde*

The Challenges

The prominent rise of Software as a Service (SaaS) applications was a driving factor in Fronde’s selection of OpenAir.

“Our senior management team was highly satisfied with the KPI reporting from our previous solution,” said Renn. “However, as a proponent of SaaS, we had deep knowledge of the benefits that could be attained from an online, customizable solution.”

As a result, the move to SaaS business applications became a top priority for Fronde. The hope was to avoid costly software upgrades and the need for remote access to their internal network.

The Solution

Enter OpenAir. Built on the SaaS model, OpenAir enables Fronde to fully customize the system to its needs. The beauty of the OpenAir system is that any change that is made is instantaneously manifested throughout the application for all users. There is no lag time or additional software upgrade needed.

When Fronde sees a potential improvement to the system, they have the ability to suggest enhancements to the OpenAir product team. “OpenAir provides updates every two months that continue to meet our business needs,” said Renn. “When we have a unique need, we are able to submit enhancement requests and many times they are quickly implemented in a future product release.”

As a hosted, online application, OpenAir is available from any internet connection as well as through an offline application. Fronde employees can enter expense figures, modify project plans, and update schedules while commuting or on business travel.

“OpenAir’s global access has done wonders for user adoption,” said Renn. “We have 170 workers at Fronde and every employee uses the system daily to complete their tasks. OpenAir has solved our need for an easy-to-use, customizable system to automate our business.”



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