

Model N

www.modeln.com



At A Glance:

- **Company:** Provider of revenue management software for life sciences and high tech companies.
- **Employees:** 300
- **OpenAir Users:** 300
- **Industry:** Software; Revenue management
- **Location:** Redwood Shores, CA
- **Challenges:**
 - Rapidly scaling software firm lacked the infrastructure necessary to support growth.
 - No finite invoicing system lead to confusion and billing delays.
 - Time and expense tracking was manual and imprecise.
- **Results with OpenAir:**
 - Visibility. Project managers have unprecedented access to key performance indicators.
 - Accuracy. Multiple levels of approval eliminate time and expense errors.
 - Simplification. 20-40 contractors access OpenAir directly to input hours.
 - Security. Filter set functionality ensures that end users do not have access to sensitive company information.

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— *Scott Verschoor, Managing Director*
Model N

Results

Now with OpenAir, Model N has detailed approval routes for both billable and non-billable time and expense. This guarantees that each entry is cross checked against multiple levels of approval to ensure accuracy, especially around customer billing activities.

An added benefit that OpenAir has provided to Model N is in regard to how the organization handles contractor services.

Now we simply provide each contractor with an OpenAir login and they enter their information directly into the system. OpenAir’s powerful filtering and role based permissions provide organizations with the necessary capabilities to limit the scope of each user.

“We find the filter set functionality especially useful. Every employee at Model N uses OpenAir to enter timesheets, PTO requests, and incurred expenses. We need to be sure that entry level users do not have access to sensitive company information. OpenAir provides us with that peace of mind.”

The finance team at Model N raves about OpenAir due to improvements in agreement management. “Our agreement management used to be project centric and very cumbersome to control.” Often agreements would come through that would encompass work across multiple projects. OpenAir now provides the necessary functionality to handle these unique business situations.

Finely tuned business practices have opened doors for Model N in regard to reporting and forecasting. This has provided project managers with unprecedented visibility. “We have created approximately twelve standard reports that are housed on each manager’s dashboard,” said Verschoor.

“As soon as they login to the system they have one-click access to robust reports that illustrate project margins, utilization, loaded costs, and outstanding timesheets.” With this level of on-demand information, managers can instantly view the factors that will ultimately affect the performance of their projects.

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



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*— Scott Verschoor
Managing Director
Model N*

The Challenges

Four years ago, Model N was rapidly scaling and did not have the internal infrastructure necessary to support such growth. The organization had no finite invoicing system and their time and expense tracking was manual and imprecise.

With an increasing number of projects running simultaneously, the need for an automation tool was quickly growing. Enter OpenAir. Brought in to streamline Model N's business processes, OpenAir has provided the organization with the necessary insight and control to effectively manage their projects.

“When I first joined the organization, OpenAir was providing us with a fail-proof collection point for all our essential project data,” said Verschoor.

Furthermore, for a company that leverages contractor services, the tracking of external time and expense was a difficult and lengthy process.

“At any time we have 20-40 contractors and partners working for us in a variety of capacities,” said Verschoor. “Prior to OpenAir, it had been a real challenge to collect their time and expense figures and then pay them for their services.

The Solution

With a streamlined and automated process to track critical business metrics and manage projects, Model N quickly desired to extend these benefits into other areas of their organization. Specifically, the ability to translate OpenAir data into their Great Plains financial package was a high priority.

“While we leverage OpenAir to gain control of our services business, we utilize Great Plains to manage our financial tracking and reporting,” said Verschoor. “It has been a great benefit to have our OpenAir data feed directly into our general ledger as it cuts down on errors and manpower.”

OpenAir time and expense entries, project billings, and revenue recognition transactions are mapped to the appropriate general ledger accounts in Great Plains to record the appropriate credits and debits, and ensure a balanced ledger.

Furthermore, customers can use this integration to process reimbursable expenses by establishing OpenAir users as vendors in their ledger. Expense line items are then fed into Great Plains and reimbursements are processed for the appropriate employees.

Due greatly to Model N's integration with Great Plains and the benefits it provides, the organization is actively pursuing similar options to further enhance their entire business lifecycle.

“The last missing piece to a completely integrated and streamlined business architecture is integration with salesforce.com,” said Verschoor. “Once we add that component to our infrastructure, we will have a fully automated flow from initial sales lead to final bookkeeping of services rendered.” Through OpenAir's bidirectional integration with salesforce.com, Model N will have unprecedented control over every aspect of their business.

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