

State of Oregon

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At A Glance:

- **Company:** Secretary of State Office.
- **Employees:** 100
- **Industry:** Government
- **Location:** Salem, Oregon
- **Challenges:**
 - Previous system experienced frequent connectivity issues.
 - Time tracking was manual and labor intensive.
 - State regulations required precise reporting.
- **Results with OpenAir:**
 - Compliance. Compliance with state regulations is made simple with OpenAir.
 - Accuracy. Time figures are entered correctly and quickly.
 - Flexibility. OpenAir is configured to meet State of Oregon's complex needs.
 - Training. Easy for staff to get up to speed quickly using OpenAir.



“Due to its flexibility, OpenAir has cut out considerable overhead maintenance and has made billing virtually painless.”

— Kim Thomas, System Administrator, State of Oregon

Results

Working in the public sector demands precision and flexibility. In turn, a public agency demands the same from its vendors. The ability to deliver on these demands can simplify complex state regulations and billing scenarios that often hinder agency processes.

This is clearly illustrated in the relationship between the State of Oregon and OpenAir. The Audit and Information Services divisions within the Secretary of State office use OpenAir to track time and expense as well as manage resources across multiple projects.

When employee productivity is directly affecting the state budget, keeping a close eye on employee utilization is essential. OpenAir's resource management solution is key to optimizing state employee efficiency. “By using OpenAir, we not only can track employee utilization historically to view trends in productivity but also have the ability to forecast utilization months in advance with striking accuracy,” said Julie Sparks, Applications Administrator. With both historical and forecasting capabilities, OpenAir helps state agencies see which resources are being optimized as well as who is available to work on future projects.

Ultimately, the most satisfying benefit of OpenAir has been employee adoption and satisfaction. “Our users have been quite vocal regarding their satisfaction with OpenAir. The use of project templates saves them valuable time and effort. They also find the project metrics to be presented clearly and concisely within the system,” said Sparks.

Furthermore, the ability to limit a user's data access not only ensures security but also keeps their information manageable and clean. OpenAir's dynamic reporting capabilities also allow users to access their data in a clear, customizable manner.

“OpenAir allows us to streamline the way we do business and has completely eliminated the connectivity issues we experienced with our previous solution. Our users are so satisfied that they can access their projects data at any time,” said Sparks.

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



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Challenges

Prior to adopting OpenAir, the Audit division used Visual Practice Management to enter time and produce invoices. “This program was Microsoft Access based and very unstable. We experienced regular connectivity issues that greatly affected our productivity,” said Sparks. “With OpenAir’s web-native approach our data is quickly and easily available.” Similarly, within the Information Services division OpenAir has greatly streamlined time tracking. “Before we started utilizing OpenAir, we were using paper timesheets and tracking figures manually.”

Much like DCAA compliance, the State of Oregon has various regulations in regard to billing and time management. While auditing state agencies, the Audit division is required to handle two main types of client: assessed and direct bill. “Our assessed clients are billed quarterly while our direct bill clients are billed monthly,” said Kim Thomas, System Administrator.

As is the case with federal regulations, the State of Oregon requires that all employee time be recorded on timesheets. This is further complicated by the fact that not all employees have the same work schedule. “Some of our users work a full 40 hours a week. However, others work 35 or 30 depending on their responsibilities,” said Thomas.

Solution

OpenAir has proven its worth by simplifying these complex state regulations. The system is easily configured to handle unlimited user work schedules. With OpenAir’s web-native approach the State of Oregon has also streamlined their daily time tracking process. Now, users enter time in OpenAir and the figures are instantaneously available for reporting.

“The State of Oregon requires that all checks and invoices be processed by the state mainframe payroll. The ability to pull our data directly from the system through the OpenAir reporting engine guarantees that our figures are accurate before we enter them,” said Thomas.

OpenAir’s robust billing solution has made our complex situation very simple,” says Sparks. “Not only do we have two types of billings but each client has the potential to have their own billing rate if not multiple billing rates depending on the project. Due to its flexibility, OpenAir has cut out considerable overhead maintenance and has made billing virtually painless.”

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