

## Pierre Audoin Consultants

[www.pac-online.com](http://www.pac-online.com)



### At A Glance:

- **Company:** A leading market research and strategic consulting firm for the software and IT services industry (SITSI)
- **Employees:** 100
- **Industry:** Consulting, Market research
- **Location:** Corporate headquarters in Paris, France
- **Challenges:**
  - International consulting firm managed projects through spreadsheets.
  - This resulted in consultants focusing on admin tasks and not their clients.
  - Manual currency conversion lead to errors and inconsistencies.
- **Results with OpenAir:**
  - Savings. Company CIO sees consistency across all offices with no additional overhead costs.
  - Flexibility. OpenAir's customization allows for unique configurations for each international office.
  - Simplification. Country specific holidays and schedules are now easily tracked.
  - User adoption. SaaS offering enables quick and simple adoption by new employees.

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— Olivier Nguyen Van Tan, CIO, Pierre Audoin Consultants

### Results

Pierre Audoin Consultants is comprised of five subsidiaries located in New York City, Munich, London, Bucharest, and Paris. This geographic diversity brings with it unique regulations and unforeseen obstacles to conducting business. “The greatest asset that OpenAir brings to the table is that it provides our entire organization with a centralized data bank,” said Raymond Awassi, European OpenAir administrator at PAC. “Unlike manual spreadsheets, OpenAir enables increased visibility and collaboration between our subsidiaries.”

However, OpenAir also enables organizations to place controls on what employees have access to within the system. Robust role based functionality guarantees that each consultant at PAC only sees the appropriate information.

Furthermore, PAC selected OpenAir due to its deep customization functionality. “With OpenAir we are able to fine tune the system to accommodate our own specific needs,” said Olivier Nguyen Van Tan, CIO at PAC. “It allows us to provide consistency across all our offices without requiring additional costs or custom recoding.”

Ultimately, OpenAir's reputation among its current clients proved instrumental in the decision process at PAC. “Our New York office is located on the same floor as another OpenAir client. While evaluating PSA solutions we asked their opinion of OpenAir and they could not say enough about how OpenAir helps their business.” When making a significant financial investment, it is reassuring to hear the success stories of organizations that have made the same decisions in the past.

Conducting business in multiple currencies is often the most challenging aspect of a global business. OpenAir eliminates that challenge with full, real-time multi-currency capabilities. “At any given moment, we are processing transactions in a minimum of four currencies,” said Awassi. “OpenAir has completely removed the headaches involved with manually converting currencies for billing and expense reimbursement.”

OpenAir is updated daily with market exchange rates and captures historical rates based on transaction date. Invoices and expenses may be processed in any world currency as well as automatically converted to separate currencies for reporting and reimbursement.



 Find out more: contact OpenAir at 1.888.367.1715 or visit [www.openair.com](http://www.openair.com)



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*European OpenAir administrator  
Pierre Audoin Consultants*

## Challenges

Prior to using OpenAir, Pierre Audoin Consultants utilized an antiquated process for managing projects and consultants. “We used spreadsheets to record time against projects and manage work breakdown structures,” said Awassi. “This resulted in a labor intensive workflow that pushed our consultants’ focus away from our clients and towards manual administrative tasks.” With subsidiaries across Europe and North America, a PSA solution was necessary to guarantee collaboration and visibility throughout the organization.

As Chief Information Officer, Olivier Nguyen Van Tan was tasked with evaluating PSA solutions at PAC. Through a process of vendor due diligence, OpenAir emerged as the clear choice. “OpenAir’s pure hosted model was a driving factor for us,” said Nguyen Van Tan. “We have consultants scattered across Europe and America and they need the ability to access their data while in their respective offices as well as while traveling to client sites.” OpenAir’s full compatibility with MAC OS was also essential as most PAC consultants leverage MAC laptops to conduct business.

## Solution

A global organization quickly learns that every country has very specific nuances to how companies are run. “Prior to OpenAir, it was very difficult to keep track of national holidays and work schedules,” said Nguyen Van Tan. “Now we use leave accrual tracking and country specific schedules to monitor national holidays and vacation policies across our five subsidiaries.” OpenAir also provides advanced functionality to tackle differences between American and European tax codes.

“Invoicing is a breeze with OpenAir. We have configured our system to apply value added tax (VAT) when necessary and have the ability to create country specific invoice layouts to capture unique specifications.” OpenAir also provides a multi-language user interface and customizable terminology which expedites user adoption of the system.

OpenAir has opened doors for PAC in how they conduct their operations. “This was the first Software as a Service (SaaS) tool used at our organization,” said Nguyen Van Tan. “By seeing what OpenAir has done for PAC, we have realized what a great asset these hosted, online tools are.” PAC has integrated their OpenAir account with salesforce.com thus further automating their business processes.

Because of OpenAir, Pierre Audoin Consultants now uses only these SaaS tools and frequently turns down vendors that do not provide an online, automated offering. As a result, PAC has transformed into a finely tuned international business with the ability to scale within a global marketplace.

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