

Tarantell

www.tarantell.no



At A Glance:

- **Company:** An IT consultancy that provides mission critical web applications to leading Norwegian brand names.
- **Industry:** Consulting, IT
- **Location:** Norway
- **Challenges:**
 - Norwegian firm lacked a unified resource and project management tool.
 - Growth was prevented by unclear forecasting
 - Revenue leaked due to repeated, time consuming data entry.
- **Results with OpenAir:**
 - Accuracy. Fluxes in forecasts are down 20%.
 - Speed. Invoicing cycle is reduced from weeks to days.
 - Simplification. The process of pushing invoice figures to accounting is now streamlined and error free.
 - Access. Consultants can access mission critical data anywhere in the world.

“Since OpenAir is a web native program, anyone with the appropriate viewing rights can log onto the system from anywhere in the world and gain access to the data they need.”

— Harald Hegerberg, Chief Operating Officer
 Tarantell

Results

After a rapid and efficient deployment at Tarantell, the benefits of implementing OpenAir were immediate. Not only was data entry greatly reduced but the actual task of invoicing clients was vastly improved.

“Our old invoicing routine clearly had limitations. Prior to OpenAir, the process of reconciling figures and invoicing clients took days and weeks. Now we can close out a month in a matter of hours,” said Hegerberg. Furthermore, now that all invoicing data is consolidated into a single system, the process of transferring invoice figures to their general ledger has become streamlined and error free.

With an automated system in place, resource allocation has also become much cleaner and more organized. The main downfall of a manual system for resource management is repeated double booking.

“Without an easily accessible repository of resource bookings, project managers often book consultants to jobs without ever knowing that they are already booked for other work. Now with OpenAir, all our project managers can log into the system and see exactly who is available for assignment.”

With the newly added target utilization feature OpenAir clients can now set baseline goals for each user and report on actual vs. target utilization to closely monitor the productivity level of all users.

A firm grip on invoicing and resource allocation translates into reliable financial forecasting. With real time data at hand, Tarantell is now able to close the books on projects weekly rather than monthly.

“Since we can take snapshots of how projects are performing every week instead of every month, we gain a more focused look on our projected revenue,” said Hegerberg. “In turn, this increased visibility leads to more accurate monthly figures. Before OpenAir, Tarantell experienced monthly fluxes between forecast and actual figures in the range of 25 percent of the revenue. Now with OpenAir that figure has been reduced to 5-10 percent.


Tarantell
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“It is very difficult to practice any form of fiscal discipline when your forecast at the beginning of the month varies from your actual revenue at the end of the month by six figures. OpenAir has enabled us to gain greater insight into our revenue patterns which allows us to make more educated business decisions regarding who we hire and what projects we undertake.”

The Challenges

As business increased, Tarantell quickly learned the limitations of their operational systems at the time. “Before implementing OpenAir, Tarantell utilized a monolithic timesheet system. A unified resource and project management system was completely absent as we used Microsoft Excel and/or Microsoft Project for these tasks,” said Hegerberg.

Having more than one system meant entering the same data multiple times which was time consuming and cost ineffective. Furthermore, forward visibility was quite limited which greatly reduced the company’s ability to scale.

“Without a clear system to forecast resource utilization and projected revenue, Tarantell was unable to accurately accept business. It became very difficult to grow as a company and accept larger contracts when we had a limited view of not only our consultants’ future schedules but also the revenue that we could expect in the months ahead.”

With a clear need for change, Tarantell evaluated between 30-40 automated systems to cut down data entry and gain forecasting capabilities. Most of the solutions were mainly focused on time and expense entry and were dismissed quickly.

After narrowing the list down to four or five, Hegerberg focused directly on the pain points that he was trying to alleviate. “In evaluating these systems, we kept a close eye on the amount of manual data entry required as well as their forecast capabilities.

The Solution

The other systems that Hegerberg considered had very inconsistent user interfaces and what seemed like patchwork modules. Ultimately the issue that turned Hegerberg away from these PSA solutions was the extensive manual data entry.

“OpenAir has a unique flow between modules that allows a user to enter data once into the system and then leverage it across all modules. The other systems lacked this ability to reuse data throughout the product,” said Hegerberg.

With so much manual data entry, these systems seemed more like a chore than a solution. Accessibility was also imperative during the selection process. Resource utilization and revenue recognition and forecasting were the crucial metrics that Tarantell needed. Once obtained, these figures needed to be available in real time.

“We wanted to have all our revenue and forecasting data available to everyone in the company without having everyone sitting in the same room during a scheduled meeting. Since OpenAir is a web native program, anyone with the appropriate viewing rights can log onto the system from anywhere in the world and gain access to the data they need.”

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