

Waugh Infrastructure Management

www.waughinfrastructure.co.nz



At A Glance:

- **Company:** A consulting firm that specializes in providing asset management services to local government, municipal and utilities clients.
- **Employees:** 13
- **Industry:** Consulting
- **Location:** Timaru, New Zealand
- **Challenges:**
 - Spreadsheet based reporting was time consuming and inaccurate.
 - Microsoft Project Server proved difficult to implement.
 - APAC region contains unique business needs.
- **Results with OpenAir:**
 - Savings. Company saves thousands annually on license fees and increased billable hours.
 - Return on Investment. OpenAir paid for itself in only six months.
 - Accuracy. OpenAir reporting provides real-time visibility.
 - Training. Easy for staff to get up to speed quickly using OpenAir.



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Results

Waugh Infrastructure Management, an engineering consulting firm based in Timaru, New Zealand, experienced an immediate return on investment (ROI) with OpenAir. “OpenAir paid for itself within the first six months of our use of the system,” said Ross Waugh, Founder of Waugh Infrastructure Management. “The reporting engine alone creates thousands of dollars of additional billable time each month.”

Furthermore, OpenAir’s customer relationship management (CRM) functionality enabled Waugh to discontinue its use of salesforce.com and save considerable capital in license fees.

“As we scaled, it was inevitable that we would need to increase our seats on salesforce.com,” said Waugh. “With OpenAir’s Opportunities module, we have CRM and PSA systems within the same product and save \$5,000 a year in salesforce.com licenses.”

With an intuitive, easy-to-use interface and robust functionality, OpenAir provides Waugh Infrastructure Management with a PSA solution that will continue to scale. “The system practically runs itself. We save revenue in headcount each year due to the fact that OpenAir does not require a full-time employee to support it.”

Challenges

Prior to its evaluation of a PSA system, Waugh Infrastructure Management was on an aggressive growth track and was quickly outgrowing its business systems. “We were growing at a revenue rate of 40% per annum,” said Waugh. “At times we actually turned down business due to an inability to properly resource jobs.”

Before OpenAir, Waugh Infrastructure Management utilized a mixture of Microsoft Project and manual spreadsheets to track projects, time, and expenses. Reporting was a time consuming and inaccurate exercise of compiling data from multiple systems and manipulating it in spreadsheets. Days of billable time were lost due to this.

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



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“As we grew, we began a deployment of Microsoft Project Server with mixed success. In the end, it was more of a cost ineffective struggle than an improvement and we decided to go another route.”

This decision led Waugh Infrastructure Management to evaluate PSA systems that included OpenAir, QuickArrow, and Tenrox. “We wanted a quick deployment and a product that would work straight out of the box,” said Waugh. “We also desired a vendor with extensive APAC experience.” With the market domination of MYOB for accounting software, Waugh Infrastructure Management required a vendor with extensive experience integrating with MYOB. Through various reference site checks in the region, Waugh was impressed with OpenAir’s experience and support infrastructure.

Solution

With all sales and services processes in OpenAir, Waugh Infrastructure Management ensures data integrity in its accounting system, MYOB. “We have eliminated the manual, error prone data entry within spreadsheets and now perform a simple export/import between OpenAir and MYOB,” said Waugh. “This not only provides peace of mind, but incredibly accurate and real-time reporting figures.”

This transparency in reporting enables the organization to provide its clients with timely, professional progress reports. “OpenAir has done wonders for not only our project delivery but also our client satisfaction. We are now able to run reports immediately and share progress, changes in scope, and issues with our clients.”

“OpenAir has absolutely given us a competitive advantage,” said Waugh. “We complete a greater percentage of our projects on time and on budget and have saved thousands in revenue.” For a firm that relies heavily on referral marketing, customer satisfaction is vital to success.

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