2degrees

Improves Labor Costing

With 800 employees and more than a million customers, 2degrees is New Zealand's newest and fastest growing mobile communications provider. Since its launch in 2009, 2degrees has continued to change the mobile landscape with its innovative products and services. The third player in a highly competitive market, 2degrees has focused its efforts on providing customers with outstanding value, backed by an award-winning customer service experience.

Industry

Telecommunications

Company Size
Large

Product Used
TimeCost

Challenges

- (!) Needed a more effective, timelier way to track time spent on capital projects

- (!) Had no real-time insight into labor cost

- (!) Spent too much time tracking down timesheets and managing the in-house application

- (!) Needed to enable employees to report time remotely, on mobile devices

Inaccuracies and Complexity Lead to Project Costing Problems

Project managers at 2degrees had been using an in-house time tracking solution to track time spent on various activities, including projects. The team would generate reports by budget code and send out alerts to employees to let them know their timesheets were due. It was a very basic solution with many limitations, especially for reporting. For example, the solution lacked flexibility in terms of when alerts could be sent, which was causing problems.

"Our in-house solution was not efficient," said Zeb Ahmed, Enterprise Information Management Lead at 2degrees. "The team was using several different methods to report time and we needed to bring it all together." Ahmed said the process of consolidating timesheets and ensuring they were accurate was also time consuming. "Our staff are busy delivering new features to customers, and they don't have time to spend on supporting internal systems." The company needed a solution that would enable employees to track and enter time on the go, so they began to evaluate cloud-based time tracking solutions. "We needed a solution that offered mobile access and enabled real-time insight into time and attendance, not only for payroll purposes but to track time against projects," said Ankur Dharmani, 2degrees' Architecture and Infrastructure Manager.

Replicon TimeCost to the Rescue

After investigating a range of technology options, Dharmani says 2degrees selected Replicon TimeCost to assist with project costing initiatives in the Enterprise and Technology divisions. According to Dharmani, one of the most attractive aspects of TimeCost is that it enables mobile access from any device. "Our team is very mobile," he said. "For example, our people in the field building towers are never at their desks, but work off tablets and phones. Replicon makes it easy for them to enter time from any device, be it an iPad, Android phone or iPhone."

Dharmani said the company's handset BYOD policy doesn't specify what kind of phone they use at work. "They bring their own, so it could be anything. Replicon accommodates that very easily."

Other helpful features of Replicon TimeCost include its flexibility and reporting functionality. Additionally, the ability to request multi-level approvals is a very useful, time-saving feature. "Replicon allows a lot of flexibility," said Ahmed. "You can create different timesheets for different teams, depending on their specific needs. And the reporting functionality is great. Whether you're a manager, admin or in Finance, you can customize reports accordingly."

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Zeb Ahmed, Enterprise Information Management Lead, 2degrees
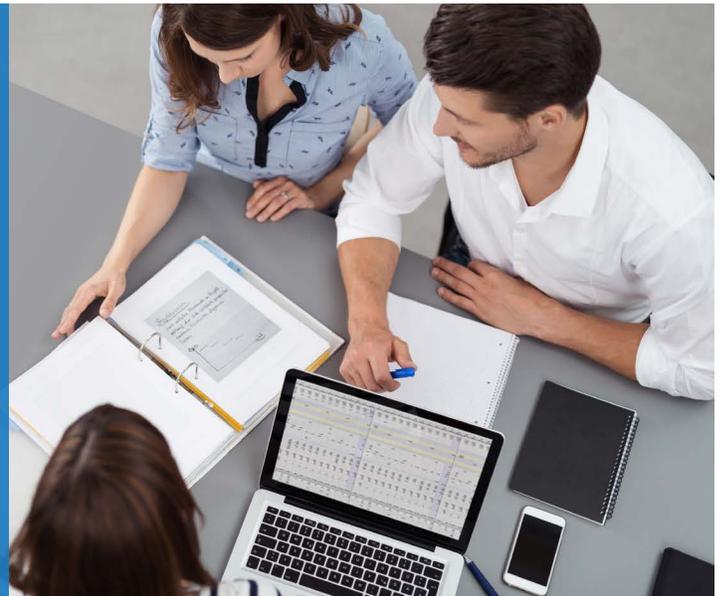
Additionally, the solution's ease of use was a major factor in the decision to go with Replicon. "It's really easy and intuitive, so we don't have to train anyone to use it," said Ahmed. "With how quickly we're growing, we need systems that are intuitive and don't need constant support. With Replicon, managers can create their own timesheets and reports on their own without any issues."

Peace of Mind

Since implementing Replicon TimeCost, Dharmani says the company has reduced time spent on processing timesheets by about 60 percent. "What used to take 30 minutes per week now takes just 10 with Replicon," he said. "And, we've reduced our administrative workload from 24 hours to just eight hours a week."

Importantly, data accuracy has increased, improving project labor costing across the organization. "When we're working on a project, such as building a new asset like a tower, it's critical that the manager quantifies the asset. Time tracking is essential to that process," said Dharmani. "With Replicon, we have improved insight into project profitability and timelines. Our managers know they're collecting and reporting on information correctly, and have peace of mind that the data in their reports is accurate."

Results

- ⊘ Reduced time spent by staff to fill timesheets from 30 minutes per week to just 10 minutes per week
- ⊘ Reduced administrative workload from 24 hours per week to just eight hours per week
- ⊘ Peace of mind and timely information with accurate data
- ⊘ Refined project planning based on upfront analysis of time spent on each project
- ⊘ Increased visibility and accuracy leads to accurate project capitalization and better resource planning
- ⊘ Employees can submit time from anywhere, on any mobile device

About Replicon

Replicon, the Time Intelligence company, has over 20 years of industry leadership and is pioneering a new approach to time management. Time Intelligence elevates time as a strategic asset within an organization, to improve operational productivity, performance, and profitability.

Replicon's Time Intelligence Platform offers solutions for global time and gross pay compliance, enterprise time management for ERP, business operations software for professional services, and an SDK for continued development - expanding the company's award-winning portfolio of cloud-based products, including complete solution sets for client billing, project costing, and time and attendance.

Replicon supports thousands of customers across 70 countries, with over 400 employees around the globe including the United States, Canada, India, Australia, and the United Kingdom.

Want to try it for your business?

Get your free trial now. Free one-on-one support is available throughout the trial: www.replicon.com/free-trial or contact us.

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