Professional Services Automation
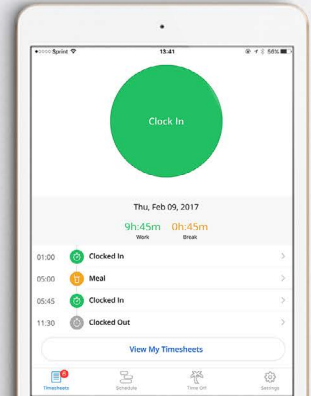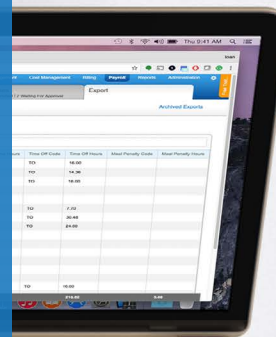
Manage your professional services business operations workflow, end-to-end with complete real-time visibility.

> " As our business continues to flourish, it's more and more crucial for us to have real-time visibility and accuracy into all of our billable and non-billable projects to accelerate our efficiencies and growth. From the onset, it's clear that Replicon is an innovative technology company, and that it sees optimizing time as a core pillar to delivering significant value to its customers. "

Nicolas Dormont

Vice President of Information Systems, abas

Breaking the Profitability Myth with Replicon PSA

Resource time accounts for nearly 80% of operating expenses in professional services organizations. When this time data can't be connected, shared, or assimilated from disparate systems, it is easy make incorrect conclusions about profitability based on partial data. Failing to account for all time – and consequently all expenses – creates and perpetuates the Profitability Myth.

Our solution busts the Profitability Myth by combining a complete view of resource time and availability with a configurable framework that supports an organization's unique business workflows. This builds a time-focused system of record based on the way individual organizations work, rather than forcing them to adapt to a solution-dictated process. Replicon's Time Intelligence Platform supports the five key pillars every professional services organization should implement:

REPLICON™ | The Time Intelligence™ Company

Replicon helps services organizations focus on five key pillars and delivers more than a traditional PSA

Service Delivery Management

Replicon's service delivery platform is based on a powerful business process modelling engine and frameworks with templates to manage end-to-end lifecycle of a project or programs.

Project or Program Managers are able to orchestrate their unique service delivery workflow processes along with managing for financial performances such as budget, estimates, costs, resource allocation, skills, chargeability, and utilization.

Project teams, finance and billing can collaborate based on our system of work done eliminating the need for manual intervention or excel enabling real-time decisions

Revenue Management

Project Managers can view which of their projects are on track, their profitability, progress towards reaching margin goals, billing status, and billings compared to WIP, budgets, and estimates.

Billing Managers can manage client and project billing status, compare billing to budgets & estimates, handle billing contract enforcement, and compliance.

Finance Managers can view clients and projects which are ready for invoicing, payment reconciliations, revenue recognition, and AR forecasting. Revenue recognition leverages a shared data model for accurate revenue forecasting and supports industry standard like ASC 606 and IFRS 15

Resource Utilization

Resource costs account for 80% of any professional services delivery project or program.

Being able to set productivity targets and measuring resource utili- zation is a critical need to run a profitable service delivery business.

Replicon's business software solution has comprehensive features to set productivity targets at individual resource levels. It can easily collate individual, group, company, or project level produc- tivity and utilization, drive performance and productivity, and effectively utilize resources by measuring them against those targets.

Growth Management

Replicon's solution not only helps companies keep track of their current utilization to help run profitable deliveries, but it also helps companies forecast their resource utilization needs based on service delivery pipelines and manage the bench capacity. This combination ensured that resource costs and overhead are efficiently managed.

Project Accounting

Replicon's Professional Automation Solution provides project accounting capabilities to monitor the financial health of projects.

Project Managers and Finance teams can gain full visibility into their projects' financial health in real-time and monitor controls – budgets, estimates, costs, margins, WIP, billings, bookings etc.

It is easy for project and finance teams to collaborate to manage billing issues upstream before they percolate downstream, resulting in unhappy customers.

Align your end-to-end professional services workflow for super-charged growth

Simplify project management

• Set up projects with complex work breakdown structures based on your needs.

• Enable your project managers to define and initiate processes for budget, estimates, costs, resource allocation, skills, chargeability, and utilization.

• Align PMs, consultants, and finance on a single source of truth with a collaborative platform.

• Get real-time visibility into project metrics and complete control over delivery.

Unify client management

• Create and manage clients and capture any needed details.

• Easily associate projects with clients to get a consolidated view of all client-specific work.

• Access real-time metrics like client billings, profitability, and more to better assess your relationships.

• Use historical service information and select your customers intelligently.

Easily manage resource utilization and skills

• Get complete visibility into global resource utilization and availability.

• Track and manage project resource skills sets to make intelligent resourcing decisions.

• Filter resources based on a number of parameters and easily allocate them to projects.

• Achieve increased consultant utilization with real-time visibility and control.

Create and manage billing contracts

• Model different billing rates, billing engagements, and complex contracts easily.

• Create any billing contract and enjoy unlimited terms or clauses.

• Manage for fixed, T&M, milestone, custom contracts and contract lifecycles.

• Handle contract term changes and effectivity dates with an event driven platform.

Manage billability targets

• Drive corporate and department-level profitability targets down to an individual level and set up required billable hours.

• Roll up individual hours to a group or business unit to track performance in real-time.

• Make provisions for reduced work hours and other exceptions using billability metrics.

• Get complete control over profitability at all levels in your organization.

Enjoy comprehensive project accounting

• Manage financial controls on all projects – budgets, estimates, costs, margins, WIP, billings, bookings, etc. with ease.

• Gain full visibility into project financial health in real-time.

• Track business objectives and outcomes at the project-level.

• Manage billing issues upstream before they percolate downstream resulting in unhappy customers.

Liberate your billing processes with our Billing Workbench

• Transform contract terms to billable data in real-time with a powerful billing generator.

• Handle consolidation, amendments, approvals routing, billing data integration, invoice generation, and payment or receipt reconciliation from our platform.

• Model billing requests and approvals workflows with an integrated BPM engine.

• Gain persona based data visibility and control over billing information by end user, PM, Billing Manager, and Finance.

Gain complete financial control with flexible invoicing

• Manage customer invoices with our built-in invoicing engine.

• Consolidate invoice items at various levels (Customers, Project, Time Periods) to generate invoices.

• Factor in discounts and add adhoc invoice lines.

• Get support for multiple invoice templates.

• Reconcile payments.

• Integrate with ERP.

Ensure end-to-end revenue management

• Leverage revenue recognition built as an extension of the billing and invoicing platform.

• Get support for industry standard revenue recognition standards - ASC 606 and IFRS 15.

• Quickly reconcile revenue with contracts, WIP, and billing.

• Generate accurate revenue forecasts and plan out your future.

Model your business processes

• Utilize our powerful embedded BPM engine to create flexible models and orchestrations.

• Handle end-to-end business processes from project initiation through end-of-life.

• Facilitate and manage exceptions with our embedded collaboration engine.

Track project time

• Customize your timesheets to capture project information the way you need it.

• Track all billable and nonbillable hours by client projects and manage status in real-time.

• Add comments and other information to give better context to your project managers and clients.

• Define approval workflows to include project managers, clients, and other stakeholders.

Manage resource time off and expenses

• Create time off policies appropriate for your professional services business.

• Get real-time visibility into resource availability to manage project allocations.

• Track expenses and associate them with projects and clients to get visibility into consolidated billing.

• No more lost receipts - capture pictures of receipts and attach them to corresponding expense entries.

Get insights with advanced reporting and analytics

• Gain real-time visibility and control over critical metrics like WIP, utilization, margins, etc.

• Use powerful, dynamic charts and dashboards to get the big picture.

• Customize the reports to match your organization's needs.

• Real-time information about project, clients, and resources enables you to make decisions in-the-now.

Stay on track with intelligent project notifications and alerts

• Use our library of alerts and notifications to reduce manual check-ins on projects and tasks.

• Keep your project resources and managers informed about actions needed.

• Create custom notifications to get your service teams to act in a timely manner.

• Manage your time, projects, clients, and billing specific processes in real-time.

Ensure global scalability

• Organize your project resources for better security, access, and visibility into your company's critical information.

• Restrict administrators from viewing or editing users outside of their project groups.

• Enjoy complete flexibility to customize organizational hierarchy as per business requirements.

• Administer local business policies from a central location.

Seamlessly integrate data across multiple systems

• Quickly and easily integrate Replicon with any CRM, ERP, PM, HRMS system that your business uses.

• Share critical employee time intelligence data with your ecosystem to enable project and resource planning, billing, and revenue recognition.

• Easily implement, deploy, and upgrade with turnkey and seamless cloud-based integrations.

Enterprise Time Management

• Manage your employee time and attendance with ease.

• Get complete control of your employee time off and schedules on any device.

• Real-time visibility into accurate data, anywhere, anytime.

• Modernize your ERP investment without 7-8 figure implementation or upgrade projects.

Global Time and Gross Pay Automation

• Manage your employee time and attendance for all of your employees around the world with ease.

• Gain complete control over your complex workforce time data requirements, including geographies, CBAs, unions, eld workforces, shift schedules and more.

• Real-time visibility into accurate, traceable data, anywhere, anytime.

• Get automated, trackable, actionable time & gross pay data at your ngertips.

REPLICON™ | The **Time Intelligence™** Company

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, professional services automation, 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.
To learn more, visit www.replicon.com.

Want to try it for your business? Contact us:

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