

Crawford & Company[®] Capitalizes on Deltek | Replicon for Global Project Time Tracking

After rigorous evaluation, the company chose Deltek | Replicon as their preferred partner for project time tracking and costing, enabling global standardization of time capture processes for all employees.



“ We wanted a robust time-tracking platform to track employee work hours against various projects and tasks. For every project, we wanted to track associated costs – both CapEx and OpEx – for analyzing project costs and optimizing budgets for global projects. We wanted the flexibility of date-to-date reporting. ”

Brian Lemmings, Director, IT Governance & PPMO

Industry

Insurance



Product

Project Time

Challenges

- ▶ Streamline time tracking for their global financial teams to reduce administrative overhead
- ▶ Every team used a different application that did not integrate with other business-critical software, creating data silos
- ▶ Needed a unified time-tracking platform to streamline processes and generate reports
- ▶ Required a modern project time-tracking platform with an intuitive user interface that can accommodate complex time-tracking use cases

About Crawford & Company

Based in Atlanta, Georgia, Crawford & Company is one of the world's largest independent providers of claims management to the risk management and insurance industry as well as self-insured entities, with clients in more than 70 countries. With over 9,000 employees and 50,000 field resources, the company is one of the largest publicly listed independent providers of claims management with more than \$18 billion worth of claims managed annually. Crawford brings together experts from around the world to offer comprehensive, intelligent solutions to their customers.

The Case for Change

Crawford & Company's services teams wanted to improve customer satisfaction by driving better employee experience. The company wanted to streamline time tracking for their global financial teams to reduce administrative overhead, while providing an improved customer experience for both project managers and project time entry resources.

The organization's time tracking setup was spread across disparate systems, including applications such as their global ITSM tool, a homegrown application in one region, and many more. Every team used a different application that did not integrate with another business critical software, creating data silos. Since the company



“ Replicon's configurable platform provides a unified solution to track project hours, forecast project costs, and resource needs in real time. This helped us modernize our process and procedures for project resources and financials to meet customer expectations & improve their satisfaction. ”

has branches across the globe, they needed custom timesheets to meet the localization requirements, including support for multi-currency. In order to solve this problem, Crawford & Company reached out to multiple vendors to meet their regional requirements.

The project management office (PMO) needed a unified time-tracking platform to streamline processes and generate reports across the projects that were managed by different groups.

They wanted a modern project time-tracking platform with an intuitive user interface that could accommodate complex time-tracking use cases.

The Solution

Crawford & Company is a global company that is constantly working to improve the coordination and governance of global processes.

After rigorous evaluation, the company chose Deltek | Replicon as their preferred partner for project time tracking and costing to enable global standardization of time capture processes for all employees. Deltek | Replicon provides a single platform that can be easily configured to meet the unique needs of their global workforce.

Achieves Integrated View of Data for Project Time

Every time the project managers define tasks for their team members, they need to accurately track time spent on every stage of the project. For instance, they need to know how much time was spent on building, testing, and supporting production to categorize costs as either operating expenditure (OpEx) or capital expenditure (CapEx). Project managers approve these costs every week for further processing. A detailed report is generated every month for the Financial Planning and Analysis (FP&A) group to provide the senior management with a forecast of the company's profit and loss and operating performance for the upcoming quarter and year.

"Deltek | Replicon's time-tracking solution is used by our global teams to set margins, deadlines, and time & cost for all projects and tasks. This helps us to track the costs associated with resource hours and projects to get better visibility and control over project budgets and spend, says Brian.

Furthermore, Deltek | Replicon has drastically reduced administrative overheads on the finance teams. Virginia Rizzo, Director of Financial Planning & Analysis, explains, "Before switching to Deltek | Replicon, we had to gather employee time data and clean it up for accuracy. But with the solution in place, I've never had to review any data. My team extracts all of the time that has been logged by resources in the platform to create journal entries and pivot tables to send it to the finance team for further processing. This helped us reduce an eight-hour process to less than 15 minutes."

Ensures Compliance With Sarbanes-Oxley

Deltek | Replicon's cloud-based time-tracking solution ensures compliance by providing custom approval flows, notifications, and historical records of all time and expense transactions for auditing purposes. Brian explains, "Our project managers have to build stronger ties to the financial operations to adhere to Sarbanes-Oxley and/or its equivalent in countries across the world. Deltek | Replicon gives us greater accuracy and transparency to forecast cost and revenue on all projects, analyze and measure financial risk, maintain real-time data about where a project is against budget, and have traceability of the data to reinforce the decision-making of our financial executives and comply with Sections of Sarbanes-Oxley."

Connected Solution for Real-time Visibility

Before switching to Deltek | Replicon's time-tracking solution, the project management and financial teams had a hard time sharing data between the multiple systems that they used. The manual processes increased administrative overheads along with the risk of manual errors. Brian said, "Deltek | Replicon's plug and play integration capabilities was a strong differentiator. Most of the solutions that we evaluated lacked tight integration with the other software that we used."

Excellent Customer Service Improves User Adoption

Deltek | Replicon's implementation and post-implementation support has encouraged faster user adoption. "Deltek | Replicon's time-tracking solution is an easy to use, easy to set up, easy to configure application that we can use globally," Brian explains.

"I've been very pleased with the Deltek | Replicon platform, as well as the customer support. I'm impressed with the implementation and support team's knowledge of what the system can do and their willingness to ask questions to provide out-of-the-box solutions. Working with Deltek | Replicon's teams – from sales down through implementation and customer support has been a great experience," added Brian.

The Results

- Improved customer satisfaction with streamlined processes
- Reduced time taken for financial processing by up to 97%



Global Project Time Tracking

Deltek | Replicon



Cloud

- Anytime, anywhere access
- Continuous upgrades
- Rock-solid security
- 24/7 customer support



Usability

- Modern user interface
- World-class mobile app
- Rapid end-user adoption
- Intuitive self-service



Platform

- Centralized time information
- Flexible scripting framework
- Global deployments & compliance
- Real-time visibility

About Deltek | Replicon

Recently acquired by Deltek, Replicon delivers AI-powered time and resource management for global businesses. The market-leading Workforce Management Solutions provide a single source of truth for Time, Expense, Projects, Resources, Skills, Billing, Costing, Pay, Revenue Recognition, and Compliance. This empowers the world's leading project and service-driven organizations to better manage complex demands with real-time access to accurate data for informed decision-making. Designed for global scalability and configurability, Deltek | Replicon enables businesses to drive both global governance and local administration across distributed teams, resulting in increased productivity and streamlined business operations. With 30 years of industry experience, Deltek | Replicon serves businesses in 85 countries across 25 industries, including the Fortune 100. For more information, please visit www.replicon.com.

Want to try it for your business? Contact Us

sales@replicon.com | North America: 1 877 762 2519 | Outside North America: +800 7622 5192 | www.replicon.com