



**Arcspan**

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Detailed Product Overview

**project, resource, time & expense management**

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## **Detailed Arcspan Overview**

Since 1995, Arcspan has been helping businesses to increase their efficiencies and decrease their non-billable hours. Arcspan's web-based application is specifically designed to help Professional Services Organizations streamline their service delivery options by:

- Automating and web-enabling timesheet entry, expense submissions, approvals and invoicing for increased efficiency and accuracy.
- Ensuring the 'best' person for the job is found from your resource pool, by searching skills and certifications.
- Facilitating effective collaboration within your team
- Encouraging pro-active project management - project managers can track project costing and progress in real time.

Arcspan Professional Services Automation's online role-based system provides a single point of access to all of your critical business functions:

- Projects
- Reporting
- Timesheets
- Expenses
- Invoicing and Billing
- Human Resources

For businesses which require additional functionality, Arcspan offers the following features:

- Payroll System Integration
- Bi-Directional Integration with Microsoft Project
- OLAP Graphical Reporting
- Recruitment and Hiring Tool
- Asset Management Tool
- Accounting Package Integration

Arcspan is a flexible, customizable tool which our dedicated team of specialists will adapt to suit your company's workflow and business processes. Arcspan's multiple access levels allow services organizations to be flexible in the amount of access granted to different user types.

## **Project Management Module – Complete end-to-end project, workflow and knowledge management**

### ***Troubleshooting for projects***

Some common problems Professional Services Organizations encounter when dealing with projects are:

- Ineffective and inefficient communication methods amongst upper management, project managers and resources regarding project progress.
- Performing cumbersome calculations to determine project profitability.
- Difficulty assigning appropriate resources to tasks.
- Confusion of assigning multiple project staff rates and billing types.
- Reactive project management processes - often project managers do not have the information they need to know when a project starts going off track and are forced to do damage control after the fact.

### ***Features of Arcspan's Project Management Module***

- Arcspan's flexible 7 Level Project Hierarchy allows users to customize project creation to fit each individual project – the project hierarchy permits users to create anything from general templates to project plans with a very high level of granularity.
- The Cloning Wizard facilitates the duplication of similar projects to the same or different clients.

- The Assignment Wizard allows project managers to easily assign numerous resources to a task at the click of a mouse.
- Arcspan allows multiple staff rates to be assigned to each individual per project and also a different billing type can be applied at each phase of the project.
- Estimated hours entered against a project can be compared with actual hours with Arcspan's Management Info Summaries.
- Management Info Summaries give a bird's eye view of all current projects and project managers are able to see hours and expenses submitted towards a project in real time. Any project budget overages are highlighted in red.
- Arcspan allows project managers to see all resources assigned for a particular task and how much time has been entered.
- Microsoft Project can be integrated with Arcspan to provide a bi-directional interface which allows data to be exported from Arcspan into Project and vice versa.
  - The two applications can be synchronized so you need only enter information once.
  - View project information in Gantt chart format and see in a glance how much time is required to complete projects, the order in which tasks must be completed and how much time each resource is required to put in.

#### ***Benefits of Arcspan's Project Management Module***

- Users have access to real-time analysis of all project-related metrics such as costs, expenses, assigned resources, resource utilization rates, project consumption rates and more.
- Allows project managers to be proactive in assessing projects at risk.
- The project management module is the driving force behind the Arcspan application. This unique design allows project based organizations to truly use their projects as the hub of their business. Reporting, timesheets, expense forms and invoicing are driven by Arcspan's robust project management module.

**Reporting and Analysis Module** – Access the up-to-date information you need to make informed business decisions through Arcspan's dynamic reporting tools.

#### ***Troubleshooting reports***

Some Professional Services Organizations often end up stitching together pieces of information from separate applications in order to produce a report. This time consuming method may create inaccurate numbers and results.

#### ***Features of Arcspan's Reporting and Analysis Module***

- Arcspan contains robust viewing and reporting tools for data analysis such as:
  - *Time Reports* – see the breakdown of time for each individual employee, actual work completed, etc.
  - *Exception Time Reports* – view vacation time, sick time, overtime, etc. by individual resource or by business unit.
  - *Project Reports* – view how projects are progressing, consumption reports and volume reports.
  - *Resource Utilization Reports* – find out how many hours are billable vs. non-billable for a particular resource.
  - *Expense Reports* – view expense reports by client or by resource.
  - *Financial Reports* – view invoices by client and by phase. See reports on tax collected/paid and more.
  - *Graphical Reports* – create your own multi-dimensional graphical reports and charts.
- Custom reports and invoices can be created upon client request.
- Reports can be viewed in a variety of ways such as Excel, PDF, Word, or web formats.

- Data Dump feature allows users to export information into Microsoft Access to create unlimited queries, manipulations and reports.

#### ***Benefits of Arcspan's Reporting and Analysis Module***

- Provides an accessible and user-friendly one-stop centre for reports and invoices.
- Reports and invoices automatically pull numbers and data from modules within Arcspan producing accurate results.
- Time is saved as viewing reports and invoices requires only a few clicks of the mouse.

## **Time Management Module – Online time entry and automated work flow**

#### ***Troubleshooting timesheets***

A common practice for many organizations is to hand in individual timesheets either on paper or in spreadsheets to the office manager. The office manager then must either enter the data or add up the number of hours worked which may produce imprecise numbers due to human error. Often there is no clear delineation of what tasks or activities the employee has entered time for. Project managers do not know how much time has been put towards their projects at any given point in time, and must wait for timesheets to be processed in order to see a snap-shot of project progress.

#### ***Features of Arcspan's Time Management Module***

- The online nature facilitates the tracking of time as users only require a web browser to access their personal timesheet.
- Notes can be written for each cell or block of time if further description of the work completed is needed.
- Users can click on each task to view a description box written by their manager.
- New assignments and tasks are automatically brought to the attention of the user by Assignment Alerts which appear on the Home Tab. Resources can then immediately begin adding time to that particular assignment or task.
- Timesheet allows users to only enter time towards projects they are assigned to.
- Arcspan's Time Management Module tracks and accumulates sick, vacation and bank time for all users. Employees have access to time reports detailing both their current balances and accrual details of project time, bank time, sick time and vacation time.
- Time Alerts are sent to both the resource and their manager if the actual number of hours entered per week is less than the expected number.
- Resources can view their personal time summary broken down by activity for a specified time period.

#### ***Benefits of Arcspan's Time Management Module***

- Prevents resources from entering time against projects they are not assigned to, decreasing errors and increasing project managers' level of control over their projects.
- Encourages weekly or even daily time entry for more accurate time tracking.
- Reduces the amount of time for both employees and the HR department as employees are able to check their own accumulated exception times.
- Remote resources can enter their time anytime, anywhere.
- Facilitates communication and knowledge between resources and managers as employees are kept informed about their expected tasks and managers can track if time is being entered on a regular basis.
- Reduces paperwork as Time Module is automatically integrated with backend HR, finance and payroll applications.

## **Expense Management Module** – Simplify and automate expense processing and invoicing

### ***Troubleshooting expenses***

Some common obstacles companies face when dealing with expenses are as follows:

- Depending on a paper trail to keep track of personal and company expenses.
- Erroneous records of expense claims and reimbursements.
- Determining accurate, up-to-date project costs including recently submitted expenses and disbursements.
- Inability to generate quick reports detailing all expenses for a client, project or even employee.

### ***Features of Arcspan's Expense Management Module***

- Online expense forms enable resources to submit claims online and for managers to approve/reject claims online.
- Expense Submission Alerts are immediately sent to managers for approval; Expense Rejection Alerts are sent to resources whose claim has been declined.
- Separation of personal expenses and company disbursements.
- Capability to submit expenses in multi-currencies.
- Drop down menu of expense types helps to organize and categorize claims – the drop down menu is maintained and customized by the client.
- Expense claims may be saved in draft format until a later date, or can be submitted immediately.
- Ability to have multiple claims under one expense claim number.
- View details for all current saved and past submitted claims.

### ***Benefits of Arcspan's Expense Management Module***

- Expenses can be submitted, approved or rejected in real time thus reducing processing and administrative time.
- Reduces paperwork.
- Automatically allocates expense data against specific projects to accurately track overall project costs.
- Prevents resources from entering expense claims to the wrong project.
- Maintains an accurate record of expense claims for future reference.

## **Invoicing and Billing Module** – Arcspan's flexible interface allows for integration with accounting and billing packages for comprehensive coverage

### ***Troubleshooting invoicing and billing***

Some of the most common obstacles companies face when dealing with invoicing includes:

- Time consuming invoicing and billing practices.
- Difficulty consolidating information from multiple sources, invoices and time sheets for client invoicing.
- Inaccurate invoices mean lost time and money for the organization.

### ***Features of Arcspan's Invoicing and Billing Module***

- Customized posting periods to reflect corporate billing practices.
- General ledger details are available for viewing, audit or synchronization with accounting applications.
- Inter-business chargeback processing feature – essential for organizations that have their own internal service departments.
- Employee payroll information and entitlements can be viewed in report format or synchronized with payroll applications.

### ***Benefits of Arcspan's Invoicing and Billing Module***

- Reduced invoice cycle time means a faster turn-around on revenue.
- Arcspan has helped its clients to bill more hours due to efficiencies gained and better time tracking practices.
- Managers can edit expense markups and disbursements at the time of invoicing to adjust invoice amounts.
- Managers can view reports, approve invoices and edit their details from one easy to use dashboard.
- Approved invoices are immediately available for the accounting department to process and print.

## **Human Resources Management Modules – Effectively manage your most valuable assets.**

The Arcspan HR Management component comprises of 4 modules: Administration, Applicant Management, Resource Management and Asset Management. The Administration module is a one of the core components of Arcspan however, the Resource module is optional and can be turned on or off upon client request, and the Asset and Applicant modules are add-ons for clients who require extra HR capabilities.

### ***Troubleshooting HR management***

In many Professional Services Organizations, HR departments often find themselves having difficulty sharing knowledge about potential job applicants and current employees. Duplicate calls may be made to the same interview candidates, performance reviews may be forgotten and current employee skills and strengths may go unnoticed.

### ***Features of Arcspan's HR Management Modules***

- Administration Module:
  - Detailed record keeping of resource profiles, performance reviews and more.
  - View and adjust resource exception times.
- Applicant Module:
  - Organize and track external job applicants.
  - An application form on company's corporate website links to Arcspan applicant database.
  - Note taking feature allows company to write comments on applicants.
- Resource Module:
  - Search function allows users to look up internal resources by skill set or by business unit.
  - Resume posting feature keeps resources' profiles up-to-date.
- Asset Module:
  - Keep a record of company assets by attaching product codes to them and the resources that are in charge of or currently using them.
  - Search for assets by resource name, business unit or product code.

### ***Benefits of Arcspan's HR Management Modules***

- Comprehensive HR capabilities from searching for new job candidates, hiring new resources and managing current employees.
- Centralization of HR data facilitates the transfer of knowledge between colleagues and encourages proactive management.
- Resource Module is helpful when HR is looking to hire, promote or temporarily assign resources to projects with specific "tickets" or certifications. Sometimes the best candidates are found from within.