

## ***Engineering firm gains efficiencies and operational visibility using Acrodex's web-based solution***

Despite 2002 being a restrained year for corporate expenditures, Professional Service Automation (PSA) solutions, appear to be growing in popularity. Acrodex's PSA solution (Arcspan – [www.arcspan.com](http://www.arcspan.com)) is gaining significant attention these days, since it brings increased efficiencies, especially in monitoring projects, resource assignments and the profitability of business units. The overall return on investment--cited at 98 percent by industry analysts within three months--can't be quickly dismissed.

The enhanced business visibility and strong ROI are exactly why **Hawk Engineering**, a local engineering firm in Edmonton adapted Arcspan last year. The organization wanted a tool to manage its growing customer base and remote project teams throughout Western Canada. "Existing traditional ERP solutions were a challenge since the information could not be easily accessed by remote teams", explained Doug Burchill, the senior principal of the firm. We needed real-time information on staff availability, utilization and project consumption. With Arcspan at our fingertips, we can collaborate effectively on all aspects of our service relationships with our customers - this differentiates us from our competition".

Arcspan allows staff and consultants to enter project and activity details in a Web-based environment. Managers can then retrieve all the data in real time to get a pulse on staff utilization, project status, and overall business metrics. Corporate decision makers and project managers get a clear up-to-date view of their company/project performance. The solution also includes automated workflow and role-based access. Since the solution is browser based and runs under a secure authenticated environment, customers do not require the purchase of any additional hardware or data-backup systems.

In addition, Hawk's accounting department can now view invoice related information in real time--well before they send invoices to clients. This provides the capability to troubleshoot any issues associated with consultant rates, value-added services or time spent on a project prior to invoicing.

Since deploying the product, Hawk Engineering has realized significant business related improvements ranging from a marked increase in staff utilization on customer projects to reduced administrative overhead. Their most significant benefit is having closer control and a greater pulse on our business operations. "We don't need to use those gut feelings anymore," said Burchill. "We know what projects those people are on and are better able to utilize them – hence offering more value to our customers."

Arcspan is available as an ASP solution for a fixed monthly cost from only \$25.00 per month per user. Organizations will realize bottom line benefits within three months from launch – a proven innovative strategy that service organizations need to take a serious look at.

For more information, please visit [www.arcspan.com](http://www.arcspan.com) to register for an online demo or contact us at 780-426-4444 ext 321.