Welcom Software
Harrogate, England
www.welcom.co.uk

Industry:
High Technology

Annual Revenue:
USD 7.5 million

Employees:
60

Oracle Products & Services:

Oracle Database 10*g*

Oracle Partner:

Innate Management Systems
Ipswich, England
http://www.innate.co.uk/

"Innate is the optimal resource management solution for businesses that want to use Microsoft Project at the desktop but need the power and scalability of Oracle Database for their back office applications." — Gareth Burkhill-Howarth, Project Manager, Welcom Software

Welcom Cuts Costs and Improves Productivity by Integrating Resource Management and Time Recording

Welcom Software provides cutting-edge business solutions to the consumer and commercial finance, supply chain, and retail sectors. The company's comprehensive range of business solutions can be tailored to meet the needs of most organizations.

Challenges

- Improve visibility of work commitments and resource availability to optimize management of current projects and gain real-time view of capacity to take on new assignments
- Increase flexibility to meet changing customer needs and maximize staff productivity and billable revenues by rebalancing workload dynamically to meet shifting priorities
- Automate the capture of billable staff time to eliminate delays to raising invoices while reducing administrative overhead

Solution

- Implemented Innate Resource Manager, a Web-based, configurable solution built on Oracle Database 10*g,* to improve demand, resource, and time management across projects
- Inputting details of new work via Microsoft Project which are automatically updated in Innate, enabling decision makers to match projects to available resources
- Using Innate's scenario analysis capability to rebalance the workload where demand exceeds resources by rescheduling low priority or low value tasks, thereby improving agility
- Using Innate's Web-based reports to monitor staff utilization, measure project performance, and flag up spare capacity
- Giving employees visibility of jobs up to six weeks in advance, enabling proactive project preparation and planning
- Enabling staff to complete timesheets on a daily basis, even when working remotely, using browser-based functionality, ensuring that billable hours are entered into the system quickly
- Benefiting from Innate's interface with Oracle back office to route timesheet data seamlessly to Welcom's Oracle based Financials Solution for billing
- Rolled Innate Resource Manager out to 50 fee-earning staff in just two months and gained full ROI within six months

ORACLE®