

BCD Travel Improves Project Profitability and Client Pricing with Pacific Timesheet Online ASP Services



BCD Travel
Meetings & Incentives
Chicago, Illinois
www.bcdmi.com

Industry:
Travel Services

Products & Services:
Online Timesheet ASP

Key Benefits:

- Online Timesheet ASP allowed quick start-up with lower IT costs
- New capability to track and improve client project profitability
- Automated approvals reduced cost of approving projects timesheets by 50%
- Easy to setup, administer and use.

"Before Pacific Timesheet we were just guessing. We had a hard time figuring out if our client projects were profitable. We'd go into a new client project and would not be able to price the resources and level of effort properly. Now we can and it's improved our business significantly."

---- Craig VanDurmen
Manager - Financial Reporting,
Business Analysis and Facilities

Company

BCD Meetings & Incentives, an independent operating unit of BCD Travel, was founded on July 1, 2006, bringing together three legacy companies: WorldTravel Meetings & Incentives, Talking Point and TQ3 Events (a subdivision of TQ3 Travel Solutions Management Holding GmbH). These world-class organizations have enjoyed a long history in managing meetings, incentives, events and live show production for customers across the globe.

Background

BCD Travel's Meetings & Incentives division manages meetings, incentives, events and live show production for clients. Tracking travel services projects and ongoing client engagements was becoming an increasingly difficult task as the number and variety of projects grew into the thousands. Consolidating and tracking project profitability data was becoming more onerous each year. With little visibility into project costs a solution was needed.

Solution

BCD Travel Meetings & Incentives needed to move quickly so they chose Pacific Timesheet's Online Timesheet ASP service. The implementation team loaded more than 10,000 projects using Pacific Timesheet's configuration tools. Implementation took approximately three days. Immediately, as project time and work data was captured, BCD Travel M&I began to analyze the profitability of its billable client projects. They also could take accurate measure of non-billable activities for the first time. According to Craig VanDurmen, "We learned that we were spending too much time on non-client work and meetings." Over the next year, tracking project profitability by client allowed them to properly price future projects, and use profitability criteria when accepting new client projects. In addition, BCD Travel M&I was able to quickly address capacity issues for upcoming projects by studying employee utilization data. Custom reports allowed for quick drill-downs into the details of any client, projects or tasks.

The Report Card

For BCD Travel Meetings & Incentives, Pacific Timesheet's Online Timesheet ASP services provided clear advantages for their business:

- Strong profitability analysis tools.
- A superior ease of use for system administrators, project managers and end users
- Clean project time and work information from data capture to reporting
- Strong client project tracking
- Robust tools for billing and analysis