

# We are capturing over a 1,000 more billable hours a year

## NGEN on Autotask: "It Improves Client Relationships"

### COMPANY PROFILE

**N**GEN is an IT services firm helping small to mid-sized businesses get the most from their computer, telephone and Internet technology. The company takes a face-to-face hands-on approach to keeping clients' systems stable and secure by providing quick, friendly and professional service at the customer location. Specializing in Networking, Security, Relocation and Hosting services, NGEN helps small businesses reach their full potential.

### BUSINESS CHALLENGES

NGEN is confronted by the same challenges that face so many IT service companies. These include capturing the time NGEN engineers spend servicing clients, tracking profitability and costs associated with projects and services, and ensuring client satisfaction by making certain field engineers get assignments in a timely fashion. Another key concern is accurately

invoicing clients with sufficient detail so that billing questions are minimized. In addition, because NGEN's clients are spread throughout Maryland, Virginia, and the District of Columbia, at year-end tax time, NGEN needs to break out revenue and cost by geographic location.

### THE AUTOTASK SOLUTION

As a web-based solution, Autotask allows NGEN engineers to enter their time and details about the work they completed from wherever they are - in the office or at a client's location.

Engineers can also pick up new service tickets from any location with web access. Autotask also helps NGEN management to understand how the workload is spread among the engineers so that new assignments are appropriately distributed.

At a moment's notice, NGEN management can use Autotask to see how much billable work has been done at any point in a month and

### BEFORE AUTOTASK

- ✗ Difficulty capturing the time engineers spend servicing clients
- ✗ Could not track profitability and costs associated with projects and services
- ✗ Inaccurately invoicing clients

### AFTER AUTOTASK

- ✓ Capturing more billable time
- ✓ Better understanding of workload
- ✓ Improving client relationships

**“Autotask gives us a gut check of who’s swamped and who has bandwidth.”**



## “Autotask puts more powerful information at our fingertips.”

where they stand with regard to block hour contracts. NGEN managers also use Autotask project management capabilities to control larger projects, which is extremely helpful, since the NGEN technical team spends 75% of its time working service tickets, and team members have to switch between service and projects.

NGEN's business manager uses the time and work detail information captured in Autotask to prepare invoices that include all the time that has been billed to a particular client and the description of the work that was done. Finally, at year end, Autotask is used to run a massive report that details revenue and cost by geographic area. With NGEN serving three different taxation areas, this information is critical for NGEN's accounting firm.

### CLIENT COMMENTS

Jamie Kustak, business manager of NGEN, says, "Because of Autotask, we are capturing more billable time - at least two hours per week per engineer. That's over a thousand hours a year. That alone easily pays for Autotask."

"Autotask has given us a much better understanding of

the workload and how it breaks out by engineer.

We get a real basic gut check of who's swamped and who has bandwidth."

"Before Autotask, it was extremely difficult to do accurate costing, let alone do it on a geographic basis. Now we have a much better handle on what projects cost from a labor standpoint and where the work was done."

"The billing detail that Autotask allows us to include heads off problems and starts conversations early, so we can resolve any issues."

### AUTOTASK OVERVIEW

**Autotask is the #1 business management software** for VARs, MSPs, Systems Integrators, IT Service Providers, IT Consultants, ISV's, and VoIP Providers.

### Web-based, available on demand.

Autotask combines

- Service desk
- Project Management
- Dispatching
- CRM
- Time-tracking
- Billing
- Reporting

### BENEFITS OVERVIEW

- Manage resources, people and projects more efficiently
- Capture more billable time and make more money
- View profitability instantly at any time
- Boost customer satisfaction and retention
- Slash waste, confusion and firefighting

**REQUEST YOUR DEMO AND FREE TRIAL TODAY!**

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