

Time recording for Service Level Management, Performance Benchmarking and Process Improvement



Software adapted specifically to measure - Finance & Accounting Shared Service performance against Score Research database

Shared service leaders can now collect, monitor and compare performance at the process and task level using **TIME** and **TASK** software integrated with Score Research's benchmarking process definitions and database. If you have been looking for visibility of resource deployment, quantification and cost of non-core tasks and the ability to collect service costs by process/customer then **TIME** and **TASK** could be the answer.

Accounts Payable		
Invoices per FTE p.a.	10,000	4,700
Cost per invoice (exc IT)	£3.50	£6.33
Diversionary time %	<25%	45%
Support time %	<10%	15%
Internal queries	<5%	2%
Supplier queries	10%	10%

Using this web-based hosted application for only a relatively short period will provide real and lasting value. For example:

- Core/Non core % of resource
- Cost per unit comparison with external benchmarks
- Identification of process improvement opportunities

Use **TIME** and **TASK** to develop your Pricing and Service Level Agreements; it will also help those negotiation concerning extra/unique client services. Staff can attach valuable additional information about activities that explain reasons for delays.

Class A

Core
 Diversionary
 Support
 Unproductive (vacation, sickness, etc.)

Class B

Supervise/ Train/Teach
 Maintain
 Control/Authorise
 Enhance/decision support
 Transact

Example of Billing tasks classification	Class A	Class B
Create new customer accounts	C	M
Review billing invoices for accuracy, completeness and integrity	C	C
Transmit or send invoices to customers	C	T
Maintain the billing system	C	M
Generate and issue customer credit notes, and refund cheques	C	T
Process billing adjustments for errors or omissions	D	T
Create and produce billing reports for control and management review	C	C
Respond to customer billing enquiries and resolve billing discrepancies	D	T

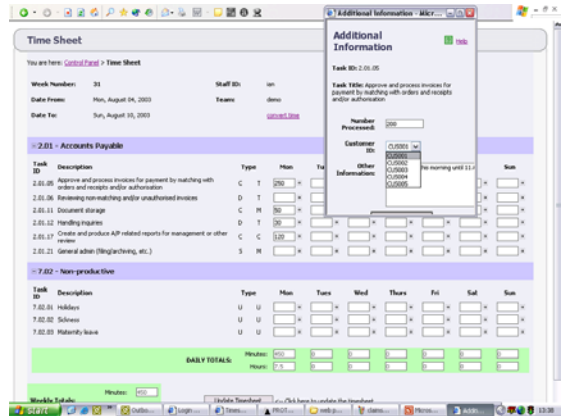
Teams

TIME and TASK is designed to encourage team participation in delivering better value for money. Charge rates for staff are determined at the team-level. Hours are charged to processes, tasks, projects, and customers at three rates; billing rate, resource cost rate and fully-loaded cost rate. Using Score Research’s process definitions a set of pre-determined tasks (for each process) are assigned to teams. The set of tasks is then tailored, as required, to individuals within the team, by adding or deleting from the template.

TIME and TASK provides the means to make differential charge outs for support activities, or at least the means to support changes to client practices e.g., better compliance.

Staff Timesheet

Staff simply Login and complete their timesheet using a standard browser



Task classification

At the side of the task description appears a task 'type' (core diversionary, support).

Core tasks are those for which the team exists. They use their specific expertise and add value to the business

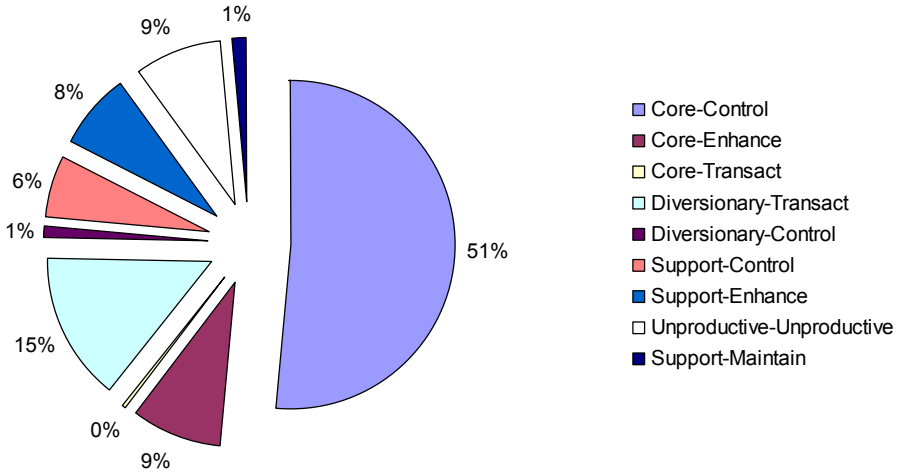
Diversionary tasks are usually caused by failure somewhere in the process, organisation or systems. Such activities include correcting errors and chasing other people.

Support tasks are those that make it possible for the core tasks to take place efficiently and within the prescribed levels of control. In back-office processes they provide a framework that ensures appropriate control. Such activities include establishing and maintaining credit and collection procedures, allocating duties and documenting policies and procedures.

By process, whole function, team, or any desired combination of staff and tasks.

With drill-down to staff member and tasks.

Task summary		
Class A		Total
Core-Control	51%	29420
Core-Enhance	9%	5110
Core-Transact	0%	150
Diversionary-Transact	15%	8415
Diversionary-Control	1%	650
Support-Control	6%	3420
Support-Enhance	8%	4320
Unproductive-Unproductive	9%	4960
Support-Maintain	1%	720
Grand Total	100%	57165

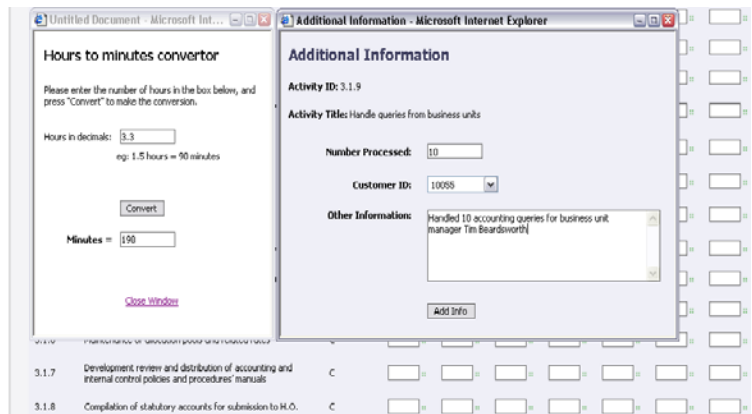


Sub-classification of tasks

Users can attach additional information to each and every time value entered on a timesheet.

Such information might include customer reference/ ID, volume and or other useful; comments about the reason for extraordinary amount of time spent on a particular task(s).

Analysis can be used to identify, problems and extra activity created by the customer of the activity. Such information is invaluable when negotiating service level agreements and resource requirements.



'ScoreCard'

The ScoreCard is a powerful benchmarking and performance-monitoring tool for Finance & Accounting processes. The software calculates and compares time, cost and quality metrics with Score Research's database of more than seventy organisations. Performance measures are at the process and functional level. Each process is defined using the same task list as Time and Task. FTE staff (full-time equivalent) and their costs are annualised and combined at the process level from Time and Task to ScoreCard.

TIME and TASK licencing

The software is available both as a rented application, hosted on Score Research's server, or as own server version. The rented application is charged on a cost per user per month basis. This package comes free if you subscribe to the 'ScoreCard' (ask for a separate brochure).

Note

While this overview illustrates the application's use in addressing finance and accounting activities it is equally suited to any staff functions, such as HR, procurement, IT where visibility of resource is required for service level and charge-out.

For a brochure illustrating the 'ScoreCard' call +44 (0)161 439 3148 or visit www.scoreresearch.com.

More details: TIME and TASK and/or 'ScoreCard'

We will be happy to provide an online demonstration of our web-based applications or further details should you require them.

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Score Research Limited

Score Research provides combined benchmarking and performance monitoring tools and services. We have been in business more than ten years and our clients include many leading organisations.

www.scoreresearch.com