



Foreign &
Commonwealth
Office

Customer : United Kingdom Foreign and Commonwealth Office
Website: www.fco.gov.uk
Customer Size: 3,000 +
Country : Worldwide
Industry : Foreign Diplomatic Services
Users: 50

Customer Profile :

Based in Whitehall London, their main activities include:

- Supporting British nationals overseas
- Helping keep Britain safe
- Funding programmes
- Building strong relationships



Time Recording and Resource Management

“It is vital for monitoring our utilisation and our time commitments against project budgets” J ELGIE –HEAD ESTATE GROUP

The UK Foreign and Commonwealth Office are responsible for 2,300 properties worldwide with a total asset value of £2.1 billion. They rent a further 2,700. They employ a range of skilled staff including architects, engineers, surveyors and project managers. All their professionals engage in chargeable projects for which invoices need to be produced.

Business Needs

Prior to using TARDIS all time sheets were completed on paper. These paper based timesheets were then collated and manually entered into a spreadsheet from which invoices where generated. This process took an admin clerk several hours a day every month.

Many of the professional staff would leave it until the end of the month to complete their timesheets which meant that they had to rely on memory to recall what projects they had been working on. In addition, it was difficult for the accounts clerk to spot when any data was missing. e.g. a few hours here and there.

During the planning process, Project Managers experience difficulty in establishing future staff availability in order to book them against particular projects.

It was also very difficult to monitor the individual utilisation of staff members, or spot when someone had accidentally

booked time against the wrong project.

What Estates Group needed was an easy to use time recording system to enable them to quickly record their activities throughout the day, whilst allowing line managers to sign off timesheets without it being an extra burden on their day.

They also required a way of allowing those whose job it is to plan projects to forecast who will be available for their upcoming project.

Solution

UCT Limited was commissioned to produce a time recording and project management system for the Estate Group. The criteria was that the system had to be simple to use for all staff including those overseas and be able to integrate with the corporate accountancy system.



What the new system delivers

The system comprises TARDIS Time Entry, Line Manager, Project Manager and Resource Manager on a single database hosted (in this case) on Foreign Office servers, and all users can access it through their browsers from their home or office (with a high level of security) over the internet.

Training for most users took just half a day, with an additional half day for certain key users.

With minimal effort, the professional staff can see their own planned workload for any amount of time into the future, while other users have extensive permissions to request or supply resources and to view and modify the data in other ways.

Now, within the one system, they are able to obtain better visibility of their resource utilisation, measure their performance, and forecast billing by month on each customer project

Benefits

The introduction of TARDIS to Estates Group allowed staff to easily and quickly keep their time sheet up to date using only a mouse.

- **Time Saving**

Several hours of time was saved through not having to re-input time sheet data from paper based forms.

- **Daily / Weekly reminders**

Automatic missing time reminders now go out to staff who forget to fill in their time sheet

- **Forecasting**

Staff can enter their expected future time into the system thus allowing project managers to be able to know who will have free time between set dates.

- **Email Alerts**

Staff never need get to the end of the week or month and realise that they have not completed their timesheets as they will receive an email alert at whatever interval is set in TARDIS.

- **Resource Planning**

Allocate staff to certain projects and tasks. Staff can also allocate themselves to project but the project manager will get an alert email.

Other benefits include:

- Assign users to only what they need to see.
- Track Billable/Non-Billable time
- Customisable printable timesheets
- Route timesheets for managerial approval
- Easily View Status of timesheets
- Company Definable timesheet periods
- Automatic Overdue timesheet reminders
- Generates data for invoicing