



## Xicon at Work

**“Xicon knew what they were talking about. They offer practical deliverable solutions, which is why we continue to work with them.”**  
**Dan Batchelor, Business Manager**

With the support of Xicon, Teamwork has implemented a web based time and expenses recording solution using the benefits of new technology.

Teamwork is a successful clinical and management consultancy working with the NHS and has an extensive client list across England and Wales. Staff work around the country and they now have the benefit of being able to update their time sheets and expense claim forms at any time and in any place. Before, they could only update when in the company's offices, or had to email for someone to re-key into the system.

Teamwork invoices clients for time spent on projects, analysed by named consultant and by task. Teamwork also recharges clients for travel and other direct expenses relating to projects.

Many projects are between three to six months duration and, therefore, as part of the contract assurance process it is important that a client has up to date information on how the project is progressing, the number of days utilised, and what has been delivered.



**TEAMWORK**  
MANAGEMENT SERVICES



“Communication is vital throughout any software development process. Xicon are excellent in communicating to ensure any potential glitches are resolved.”said Dan Batchelor

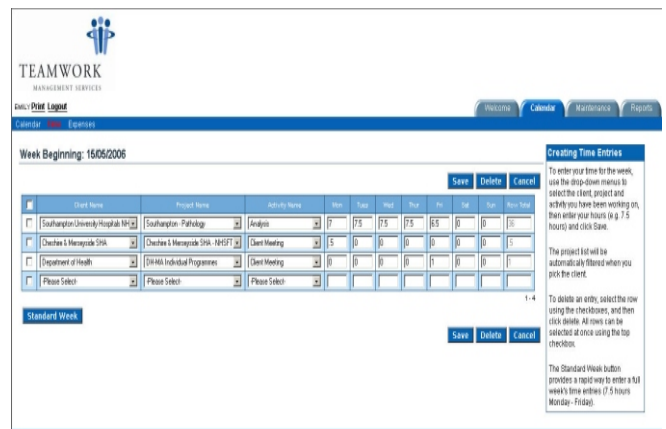
For Teamwork, it is also important to be able to monitor the consultancy days used and related expenses for specific clients, and to monitor the overall utilisation of the team of consultants.

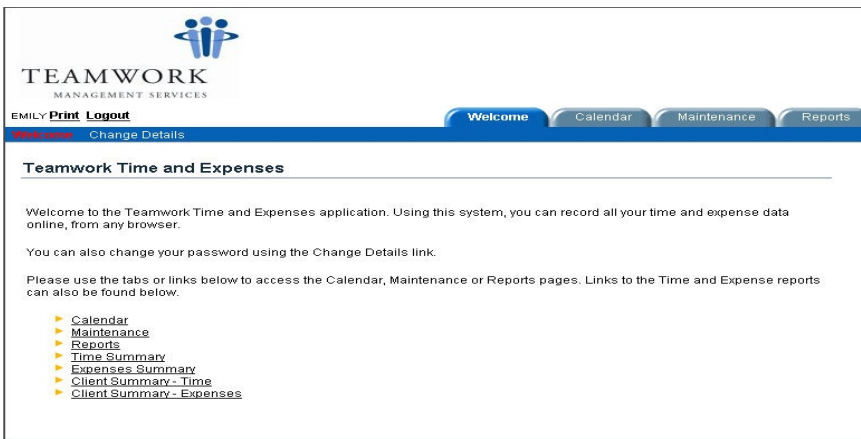
With the new system, daily recording of time is possible for all staff, including those working outside the office. This means the information is up to date and potential overruns for projects can be picked up earlier and consequently escalated, which is important as most of the company's NHS contracts are fixed price.

The new system also helps the company to schedule staff for future work and to improve the reliability of estimated days for projects, proposals and tenders.

As a professional services company, it is vital for Teamwork to be able to invoice a client immediately following the monthly closedown and on completion of the projects.

Dan Batchelor, the Business Manager for Teamwork, said “ The web enabled recording system means that client invoicing is more timely, which is vitally important both for the internal management of projects in the company and for the management of the company's operating cash flow”.





## Features include:

- ease of access via the world wide web, means staff can complete time sheets and expense claim when working remotely
- access to utilisation and other project information, even when working off site
- billing information is now available 'real-time'
- full client history retained
- no additional licences required and the number of users is unrestricted

Previously, Teamwork had been using a system based on MS Access, which was developed in-house. The main disadvantage was that staff needed to be in the office to complete their electronic time sheets or submit by email and for a member of the administrative team to re-key.

Throughout the month the information on the number of days used per project was not up to date, and there were delays in producing invoices after closedown.

**Dan Batchelor said “We wanted to use new technology to enable us to work smarter, leaving more time for work on projects for clients”.**

### Why Xicon

Xicon has supported Teamwork for the last two

years and successfully developed the company's Business Objects and Oracle environment.

Teamwork wanted the solution to be:

- Easy to use
- Remote access
- Secure
- Easy to maintain
- Inexpensive

Dan Batchelor said “Xicon advised us to use features of our existing Oracle installation available as standard under the licence, to provide a secure, web enabled system which could be used by any number of users, with no need for any further licences”.

Xicon developed the system, working closely with Teamwork. The development time was relatively short and Xicon implemented the system, ahead of schedule, in November 2005.

**“I would certainly recommend this application to any company whose staff work on a number of projects and their time and expenses need to be allocated accurately.”**

**Said Dan Batchelor.**



The system allows each individual to have limited or extended access. Some have access to information relating to all projects and all consultants, whereas others have access only to their own time sheet and expenses claims form.

Xicon developed an easy to use application, which meant training was minimal. Xicon also made available a trial version of the product for staff to familiarise themselves with prior to launch. This

assisted in the smooth running of the transfer process and staff understanding the new way to input their time and expense details.

It was relatively easy to transfer existing data from the MS Access database to Oracle. This ensured that no information was lost in the implementation process and a full client history was retained.

The system provides essential reports for the company's accredited quality management system which covers every aspect the business.

Dan Batchelor commented that “Everyone is delighted with the flexibility the new system offers. We now have more up to date information which means we can be more responsive to our clients and produce invoices on time, all of which is good for business”.

## About Us

Xicon is an IT services company. We have worked with our customers for more than 14 years to deliver powerful IT solutions that help businesses develop. Xicon does this through exceptional service delivery, which is only possible due to the high quality of the people in it's employ and the culture in which they operate.

## Our mission

“To increase efficiency, effectiveness, and profitability of our clients through assistance and support, both strategic and tactical and by getting a better understanding of our clients business.”

For more information on Xicon's solutions, or to arrange a meeting with one of Xicon's Principal Consultants please contact Anna Gronnow on 01925 248 224.

### Head Office

Xicon Limited  
Bank House  
1 Bank Street  
Warrington  
Cheshire  
WA1 2AP

### Contact Details

Tel: +44 (0) 1925 240 342  
Fax: +44 (0) 1925 248 288  
Email: [info@xicon.com](mailto:info@xicon.com)

[www.xicon.com](http://www.xicon.com)