



## Time and Expense Management

**Billing time and expenses** is a crucial function for many businesses as the world moves toward a global service-based economy. Field service specialists, professionals of all types, and customer support personnel all need to track a charge for a very precious commodity - their time! With remote workers, a web-based mobile time and billing tool is needed to get time entered and into accounting quickly.

Time & Expense Management software, a Software as a Service (SaaS) solution module from revROI offers multiple work rates, chargeable and non-chargeable codes and a simple project tracking front-end to handle all types of charges and service businesses. Users easily update activity call notes and book appointments, add work rates, project attributes, expense categories and other critical dimensions within a simple administrative interface to keep system costs down.

Managers and staff can verify that all hours are accounted for and maximize both **utilization and realization**. This solution gives you instant visibility to make better decisions, adapt faster to changing business conditions, and execute projects more effectively.

### Time and Expense Solution

#### Quick Time Tracking and Expense Entry

- Fast time tracking and expense entry in one browser screen that shows your prior entries for instant validation, completeness and accuracy.
- Browser-based quick entry on mobile and tablet devices like Android and iPad.
- Add unlimited entries in one easy-to-use form to minimize screen flashing.
- Shows period-to-date totals and entry details to make sure that all time is accounted for and avoid duplicate entries.
- Set up unlimited rates, types and categories to minimize billing disputes and make time entry simple.

#### Flexible Rates

- An easy-to-use administration module supports unlimited work rates, billable or non-billable categories and expense tagging.
- Table-driven values for all work codes, rates, statuses, project attributes and categories mean that you can spend more time billing and less time on system administration.
- Tailor the system to get familiar terms, work rates and industry-specific values to provide you with a modifiable, high-function time tracking software solution.

#### Full Realization and Utilization

- With rapid data entry and thoughtfully categorized hours reports, managers can see who is on track to meet their budgets by projects and by person.
- Time and Billing software functions shows your chargeable and nonchargeable hours mix and allows easy comparison to standards.
- Drill into actual billings to see how close you are to maximizing your revenues.

#### PRM Ready

- Supports employees and channel partners.
- For internal and external staff, access from a browser 24x7 - anywhere in the world.

### Solution Features

#### Charge for Customer Service

Are customers out of warranty? Can your reps cross-sell and up-sell on the fly?

#### Track Billable Time

Have your reps see that a customer has a billable contract in place or is calling on chargeable tasks.

#### Project Ready, Service as a Profit Center

One-click starts a chargeable project, team enabled, resource optimized to maximize service revenue.

#### Knowledge-centered Support

revROI service uses KCS to create content to solve problems, maximize productivity and lower costs.

#### Multi-channel, Portal Driven Global Service

Built for partner-driven and mixed mode service delivery, PRM workflow and team building find the right resource every time.

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