



TimePoint tightens design project outcomes for HASSELL

Eclipse's professional services solution provides greater visibility of processes and intelligent project management

Founded in 1938, HASSELL is a privately owned international network of design studios, employing 850 staff in 12 studios across Australia and Asia.

HASSELL is a multidisciplinary design practice that provides architecture, interior design, landscape architecture and planning and urban design services to public, corporate and private clients.

Each studio benefits from the integrated culture, combined resources and collective experience, but has the flexibility and autonomy to service its local clients.

Sustained and diverse output has resulted in more than 500 industry and peer group design awards.

HASSELL takes pride in its ability to creatively guide the design process and deliver outcomes that are driven by understanding clients' needs. Informed by a depth of design thinking, the results are unique and exceed client expectations.

Challenge

HASSELL wanted to upgrade its enterprise resource platform (ERP) which contained a disparate set of applications, including timesheets, and were no longer meeting its business requirements and had reached the limit of additional customisations.

In addition, the system was tailored towards the needs of accounting staff, but could not be used effectively by project managers to assess and predict total project costs.

Bill Rue, chief information officer, HASSELL, said, "HASSELL wanted a solution that was intuitive, not only for its accountants, but also for its project staff managing design projects."

HASSELL needed a toolset that both managers and accountants could use to collate project costs and manage budgets.

HASSELL was also looking for a system with single sign-on that integrated existing systems and enabled remote access to all studios across Australia, China, Hong Kong and Thailand.

Solution

Following in-depth analysis of developing an in-house platform against buying an out-of-the-box solution, HASSELL evaluated a range of software options in the market and partners to implement their preferred new platform.

HASSELL chose Eclipse's TimePoint solution due to previous positive experience with Eclipse and recommendations received from Microsoft and other industry contacts.

"Microsoft Dynamics AX was the obvious choice as it provided flexibility to enhance the system to suit the HASSELL business processes.

"Eclipse's key differentiators included its support, consulting skills, depth of expertise and consulting base in all the key geographic areas, Australia, Thailand, China and Hong Kong," said Rue.

A professional services customised solution built on Microsoft Dynamics AX 2009 technology, TimePoint is an integrated end-to-end ERP solution that provides a single source for all finance, people management, quality management and project management data.



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Bill Rue
Chief Information Officer
HASSELL

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Furthermore, Eclipse's TimePoint solution offers a web-based front-end for project managers to enter timesheet information that feeds directly into Microsoft Dynamics AX, enhancing process control and project management capabilities through real-time tracking of billable time and client budgets.

During the implementation phase, Eclipse also recommended HASSELL add a module from Computer Generated Solutions (CGS) to improve the overall system.

Rue said "Eclipse identified and addressed potential challenges in the design phase, as well as managing issues throughout the project by customising the software and adding features requests to ensure all HASSELL business requirements were met."

Benefits

Since implementation, TimePoint has increased the visibility of processes, simplified timesheet management, and provided easier access to design project milestones through web-based design, all with direct integration into Microsoft Dynamics AX.

Rue said, "The greatest benefit of TimePoint comes from its live environment, which means that staff can enter in timesheets and project managers have an instant updated plan that takes that data into account.

"Expenses entered in at design phase are immediately available to projects managers, which lets them see the effects on a project immediately.

"The level of detail available lets HASSELL bill clients directly, reducing lead times and creating improved cash flow, as well as enabling faster issue resolution thanks to its real-time reporting capabilities."

The reduction in administration work and more efficient processes also improves the ability to service more clients.

HASSELL is currently completing further enhancements to the solution in partnership with Eclipse.



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