

# Lavie TimeTECH Improves ROI of Workforce Management Solutions by Integrating Panorama's BI Capabilities



## Company Overview

Founded in 1983, Lavie TimeTECH is one of the world's leading suppliers of Workforce Management Systems. With more than 8,200 installations worldwide, almost four million employees use Lavie TimeTECH solutions to manage their time. Using Lavie TimeTECH's advanced systems, employers are able to standardize all manpower operations while significantly increasing efficiency and responsiveness.

## Business Challenge

Looking for more robust BI functionality to improve user business value and demonstrable ROI, Lavie TimeTECH chose Panorama for its VISTA (Visual Intelligence System for Time Analysis) solution. With Panorama integrated into its solution, Lavie TimeTECH was able to show prospects the immediate and tangible ROI associated with its workforce management application. As a result, sales changed the focus of discussions from technology to business value, highlighting time and costs savings as well productivity improvements.

The Lavie TimeTECH workforce management solution leverages data from multiple suite components including TimeKeeper and TimeCosting. To help users apply that data to business decisions, Lavie TimeTECH has always included reporting and analysis capabilities as part of its solution.

In previous versions, users used Excel to filter and view data from the application. However, the process was time consuming, and there were significant limitations on what users

could access and analyze. For example, comparing the total hours worked on several specific projects, getting additional information (properties) or aggregating a group of items for comparison (i.e. Vacation, Sick leave and Other Absences), were virtually impossible using Excel.

Lavie TimeTECH recognized a need to provide more robust and powerful BI capabilities. "Our solution was providing a solid baseline of functionality, but Excel definitely presented obstacles," said Arik Friedman, International Support Manager for Lavie TimeTECH. "Excel has BI capabilities, but it's not specifically designed for BI. We wanted something intuitive and powerful, yet simple enough that everyone, from the executive to the information worker, could use it and derive value from it."

Lavie TimeTECH initiated a discovery process to uncover what types of functionality its customers were looking for. Leveraging its dealer community, Lavie TimeTECH created a global wish list for time management BI functionality. The company identified five key areas where additional BI analysis capabilities were required: Absences, Overtime, Activity Based Costing, Behavioral Analysis and Workforce Management.

## Solution

Using Panorama's BI Solution, Lavie TimeTECH developed VISTA (Visual Intelligence System for Time Analysis). VISTA is a comprehensive workforce analysis solution that helps companies to improve workforce performance. It leverages untapped data in Lavie TimeTECH's TimeKeeper and TimeCosting suite to help managers analyze data, manage workforces and monitor performance more effectively. With VISTA, managers can access data from multiple systems including Time and Attendance, Activity Based Costing, HRMS and Accruals. The versatility of Panorama enabled Lavie TimeTECH to design a dashboard with preset BI views based on its customer "wish list."

Standard views include:

- Year By Year Comparisons for Absences, Overtime and Costing Data, identifying patterns and trends
- Departmental comparisons including totals and averages (headcount)
- "Top 10" employees vs. "Worst 10" employees(Overtime, Absences, Lateness)
- "Total hours worked" gauges designed to illustrate project related progress against pre-set targets
- Comparisons between "most profitable" and "least profitable" projects
- Billable hours vs. non billable hours
- In manufacturing environments, comparisons between "most efficient" and "least efficient" employees (based on quantity per duration)
- Additional views for identifying irregularities and other exceptions

The solution also enables companies to define their own views, without any reliance on Lavie TimeTECH or the local dealer. In terms of analysis, users can establish filters to recognize discrepancies in the information.

## Results

With VISTA, Lavie TimeTECH has enabled users to do more in less time. With standardized views, dashboards, analysis and reporting capabilities, companies can apply data more effectively to workforce management, especially in terms of costing, planning and productivity.

Friedman also highlights efficiency and ease of use as key value factors. "Users no longer have to spend precious time finding data and generating reports or views, which was a big problem with Excel. In addition, users don't have to train to learn a new application. They get to work on Internet Explorer (an application they use on a day-to-day basis) displaying all the data they need from Timekeeper."

Since integrating Panorama BI Solution, it's become much easier to demonstrate the ROI of the solution. That in turn has altered the way Lavie TimeTECH sells its solution. Each sales

call begins with a VISTA demo. Right from the overview dashboard, customers realize how much time they can save, how much more information they can access and how they can impact performance by making informed decisions.

"We've had excellent feedback from customers about VISTA's new BI capabilities. Most of them were running the BI module with Excel, and it was challenging to make fast decisions because of the time required to find and filter information. With Panorama, it's much easier because the information literally finds the users – everything they need is right there waiting for action when they open the application," said Friedman.


## Panorama Software


Panorama Software helps clients grow revenues and reduce costs by giving them the ability to analyze data, identify trends, maximize business opportunities, and improve corporate performance and results. Panorama software offers an intelligent, collaborative and easy-to-use, BI solution that enables enterprises the ability to gain insights more quickly, more efficiently and with greater relevancy. Panorama maintains over 1,600 global customers.

To learn more about Panorama Software, please visit [www.panorama.com](http://www.panorama.com).

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