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& Billing Software

Tenrox Timesheet is a browser-based system for tracking and billing time and expenses. The system is hosted on a business' file server or on Tenrox's servers through a hosting arrangement, making it accessible using Internet Explorer to employees on the server network. It can also be set up to provide access from remote settings. Timesheet's capabilities include project accounting and costing, invoicing, workforce management and reporting. As well, Tenrox offers optional modules for Professional Services Automation and Portfolio and Project Management. The system is geared toward larger organizations with hundreds of time-based employees, with an XML base that aids in regulatory compliance. Timesheet costs \$100 per user per module, with discounts available for large deployments.

Sakson & Taylor (www.sakson.com) is a content design and development consulting firm that provides global and scalable content solutions focused on creating competitive advantage for its customers. Its headquarters are in Seattle, Washington, but the firm also has offices in Boise; Fort Collins, Colorado; and Portland, Oregon. The whole organization consists of about 200 users.

Lisa Randall is the firm's Project Manager/System Administrator/Project Coordinator with the Tenrox initiative, and she says they considered the following things before selecting the program: "We looked at the product's functionality overall based on our business needs, cost, and how user friendly the tool was to use as well as manipulate from a data standpoint, as we like to do a lot of slicing and dicing from a utilization/revenue standpoint." She also says they were impressed with the level of technical support and service

they would be receiving because her firm has a lot of complex situations, which

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out the timekeeping and projects piece would be to have one to two administrators that work full-time on the implementation to ensure that the day-to-day operations go smoothly. "If you are just focusing on the timekeeping piece," she says, "I would recommend one admin." She also advises that you have someone who is savvy in SQL because that's what the reports are based on. "You will most likely spend some time tweaking these reports because, although they offer a lot of canned reports, this is one of Tenrox's areas they could have worked on a bit better."

Ease of Use/Program Set Up — 4.5 Stars

Because the system is web-based on the user end, growing accustomed to the IE interface is generally instant, although learning the vast functionality of this program could take some time. Fortunately, the program offers several customization

features, including configuration of the Web interface, which provides each user with access only to the functions they are authorized to use and, for efficiency's sake, shows them the functions they use most often and tasks that require action by them. The program generally utilizes graphical workflow images, allowing users to visually see the approval process and status of submitted timesheets, expense reports and invoices. Similarly, this system allows management to easily see the items they need to address, which timesheets need to be approved, and reports or invoices that should be processed.

The primary work screen provides an expandable menu tree on the left, with pull-down navigation menus across the top and the work/document area occupying the remainder of the window. These text-based menus offer access to the primary components of the system, including Track, Manage, Tools, Report and Setup, as well as additional links to Help functions. A client list is accessible through the Client Central menu, which displays a summary of client data and links to

tasks for that client. Stopwatch timers are also available for time tracking

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notifications.

Management Functions — 5 Stars

The system can support any number of clients and timekeeping staff, as well as any number of work codes, projects and rates. Staff members can have an unlimited

number of billable rates, and the system's AR functions support multiple interest rates on aging accounts. In addition to time-based billing, Timesheet allows pro-rated and flat rates, with support for negative expense entries. Additionally, date-based hourly rate rules can be assigned to groups, users, clients, projects and tasks. Expense markups can be easily applied by percentage or flat rate, with the ability to split billing of time between multiple clients. Timesheet allows multiple taxes for expenses, rate rules, invoices and payables, and supports multiple currencies. Timesheet includes tax tables for all major taxing jurisdictions, updateable manually, through program updates or via import from other financial systems.

Tenrox is more than a time and expense billing system; it is geared more to be a business' enterprise resource planning (ERP) system for professional services or project accounting, with a strong emphasis on maintaining strict workflow processes. It automatically routes time and expense entries to management for review and approval after each closing period, as defined during setup. Managers and other administrative staff are provided with customized executive dashboards that provide additional functions and visual data displays for overviews of productivity, project status, analyses and other processes with drill-down capability. The system also manages HR tasks such as leave and holiday accruals, workforce policies and offers integration with selected payroll systems.

Billing & Reporting — 4.5 Stars

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Integration — 5 Stars

Tenrox has extensive integration capabilities with the ability to share data collected within the system with external programs that include ADP and Ceridian payroll systems as well as the following financial systems: ACCPAC, Microsoft Great Plains, Microsoft Small Business Accounting, QuickBooks, SAP BusinessOne, Navision, etc. AR, AP and GL data is automatically routed, and the system's multi-currency and support for multiple tax processing works with other systems' financials. The program also shares data with Microsoft Project, Oracle, Lawson and SharePoint. Remote access is available via PDAs.

User Support & Help — 4 Stars

The built-in Help utility offers traditional assistance functions, and the vendor offers an online support center with online FAQs and other information. Training options and subscription support packages are available at an additional cost. Randall says they have had to log issues from time to time, "but our experience with technical support has been superb." She says they are timely and very knowledgeable, "and if it is a more complex problem, they often conduct a net meeting with you to ensure you understand what was going on."

2005 Overall Rating: 4.5 Stars

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