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the Nov. 2006 Review of Time & Billing Systems

Tenrox

offers a browser-based time and expense management system in its Timesheet program,

which can either be hosted as an online service that can be accessed from virtually any location or stored on a business' file servers for access across the network. The system's core feature set is geared toward midsize and larger organizations, with modules offering advanced workforce management capabilities such as the ability to manage and account for differentiated time, as well as project accounting, job costing, invoicing and robust reporting functions. Pricing for Timesheet is based on the number of users and modules, with costs starting generally at about \$100 per user per module.

Ease of Use/Navigation Features — 4 Stars

The primary user interface is a web page accessed through the user's Internet Explorer browser that provides tabbed access to various components of the system, along with pending issues the user is working on and visual components such as charts of key business indicators. The actual features and functions available on this screen depend upon the user's primary job responsibilities, whether as a standard employee, a manager or a system administrator. The interface is also completely customizable, enabling users to see data pertinent to their role, issues they need to address, and functions that they use most frequently.

For standard users, this screen is likely to default on the time entry screen, which also provides tabbed access to expense reporting, their calendar, an assignment

list and other options. When needing to enter time or expense data, the program displays only clients and projects to which they are assigned, and offers a

very streamlined data-entry area that allows them to easily add the time spent

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performed tasks related to clients or projects, including invoicing, contact options, reporting and other functions. Timesheet supports PDA use, as well as e-mail and web-based time and expense entry. Overall, basic use of the program is intuitive. But for management users especially, training is recommended to get the most out of the system's deep analytical and business processes functions.

Management Functions — 5 Stars

Tenrox Timesheet is powerful in every aspect, from its ability to support an unlimited number of clients, staff, projects, work codes and rates, to its workflow processes, which are designed to mirror the internal processing routines of the firm employing the system. The program is especially well-designed for concerns with formal review processes since it automates the routing after closing periods, monitors and alerts management to budget concerns, and can mandate action prior to further steps being taken on a client account.

Time-phased hourly rate rules can be employed by user, group, client, task or project, and the system supports flat-fee structures and negative expensing. Additional billing rules enable management to perform split billing and percentage or fixed rate markups. The program's AR features support multiple currencies and interest rates, in addition to various tax rates on expenses, invoicing and payables. Time-sheet's tax capabilities include sales/service tax tables for major taxing entities in the United States and Canada.

The interface for management-level staff is impressive, with customizable dashboards that can be set to display productivity analysis, the status of projects, billing issues and other indicators, all with drilldown functionality. Timesheet also includes HR-focused time management issues for staff, including management of non-billable and non-client time, leave and holiday accruals and usage, and

tracking of time for employment and overtime laws. The system offers integration

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for many of the reports. Timesheet's invoicing functions allow multi-client split billing, invoicing/charge back capabilities for time, expense and charges, and highly customizable invoice output.

Integration — 5 Stars

With its XML base, Tenrox can interface with numerous third-party business applications.

This includes QuickBooks, Sage Accpac, Microsoft Dynamics GP, SAP Business One and Peachtree for accounting purposes. It interfaces with ADP and Ceridian for payroll, and Microsoft Project and SharePoint for project collaboration functions. The system can output reports into formats that include Word, Excel and *.PDF, and the expense tracking component can import transaction reports from all major credit card companies.

User Support & Help — 4.5 Stars

Timesheet includes a traditional built-in Help utility, and the Tenrox online support website provides FAQs, tutorials and additional assistance. When hosted, all system updates are automatically performed by Tenrox staff. The company offers a variety of training options, support packages and deployment assistance.

2006 Overall Rating: 4.5 Stars

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