



case study

RGL Forensics
Discovering & Defining Financial Value

Integrated system improves project-based global accounting practice

International accounting firm RGL Forensics was depending on disparate software systems to support its project based business. In Maconomy, it found an integrated time and billing, CRM and financial reporting system that provided the flexibility, accuracy and efficiency it needed.



“We were impressed with Maconomy’s knowledge of our business processes, and their client list that includes PriceWaterhouseCoopers, Deloitte, KPMG and Grant Thornton speaks for itself”

Paul Brunner, CEO at RGL Forensics

Need for new software

RGL Forensics, an international forensic accounting firm, discovers and defines financial value for its clients. Its 200 employees are spread out among 22 offices on four continents. With assignments that are 100% project-based and often involve multiple offices, this top 100 accounting firm began to recognize that its current software systems were not adequately supporting its way of doing business.

The US and International offices operated on six separate systems that were old and not integrated with one another. The legacy systems operated in batch mode, and no real-time data were available. Because the legacy systems were designed for the “back office”, “fee earners” did not have online access.

Surprisingly, fee earners were fairly complacent about the existing systems, and were not voicing a strong mandate for change. Still, jobs were getting bigger and becoming more complex, and assignments were being shared across offices - all with very little ability to manage the process in real time.

Cost justification

In order to justify the investment for a new global business information system, RGL identified five key areas that the solution would need to address:

Information Dashboards

RGL wanted a system that would make information available to Fee Earners upon log in. Some examples of this information include current WIP on jobs, status of AR collections,

information on job profitability, and information on office and practice area profitability. RGL wanted information that could be customizable, so that Fee Earners would not need to ask “Accounting” for everything.

Invoicing Flexibility

RGL’s new system would need to allow local offices to process their own invoices, moving away from the firm’s central billing practice. It would make it possible to process invoices at any time of month as opposed to only monthly. Ultimately, the system would eliminate turnaround time with Accounting, resulting in shorter time to collection.

Time Entry Benefits

RGL’s current US and international systems only allowed for posting time on a weekly basis. RGL wanted a new solution that would enable daily time entry and posting.

The firm believed daily time entry would:

1. ensure that up to minute information on jobs is always available;
2. allow Partners to monitor the progress on their jobs and make sure they are not exceeding the budget;
3. allow Partners to determine current staff utilization in their offices; and
4. result in more revenues being captured and billed out.

RGL Forensics in brief

Overview

RGL Forensics is an international firm of accounting, valuation and technology professionals who are specially trained in discovering and defining financial value. The firm establishes relevant facts and reliable figures for insurance, legal, corporate and public sector clients and has done so for over 30 years.

Size and location

In 22 offices on four continents, RGL combines the skills and experience of its 200 professionals with the financial models, methodologies and technologies that meet or exceed global standards for evidence.

Website

For more information, please visit: www.rgl.com



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RGL estimated that the “lost” 15 minutes per week per professional at average billing rates amounted to \$400,000 annual in missed billings—money that could be saved by entering time daily. RGL also wanted an integrated system that would enable US and international employees to enter time directly to each other’s jobs, instead of requiring intercompany billing.

CRM

RGL’s London office boasted a strong client relationship management system, but it lacked integration with the other offices within the firm. RGL’s new solution would enable client tracking and information gathering on a worldwide basis. Client information would be integrated with Time and Billing, eliminating the need for duplicate entry.

Standardization

Overall, RGL saw the advantage of investing in a new solution that would integrate Finance and Marketing worldwide. The entire firm would have one Customer Relationship Management System, one Time and Billing System, and one Financial Reporting System. Information would be available in a consistent format to both the Finance departments and Fee Earners. The system would also encourage the adoption of “best practices”, standardizing processes and procedures across the firm.

Why RGL chose Maconomy

After initially reviewing several vendors, the Global Systems Review Team chose three finalists. RGL ultimately selected Maconomy’s accounting solution, which satisfied the five key areas it identified as priorities from the start.

Maconomy’s installed client base gave RGL confidence. “We were impressed with Maconomy’s knowledge of our business processes, and their client list that includes PriceWaterhouseCoopers, Deloitte, KPMG and Grant Thornton speaks for itself”, says RGL Forensics CEO Paul Brunner.

Second, RGL was impressed with Maconomy’s excellent personnel, believing the aptitude of the staff was almost more important than the product itself. Brunner also appreciated the Maconomy US executive team’s involvement throughout the process, as it built his trust in the company.

RGL’s CEO cites the Maconomy solution’s flexibility as a key reason they selected it. “The Maconomy system allows for a focused job structure to be installed, with the marketing and billing information linking to each job. Their software is inherently more flexible,” says Paul Brunner.

Brunner also notes Maconomy’s disciplined approach to helping the client design their conversion by providing a detailed Implementation Guidelines and conducting an “Information Gathering List.”

ROI

RGL expects to achieve payback in less than one year based on efficiencies gained in:

- Increased billable hours due to daily time entry (facilitated by easier system access)
- Accelerated invoicing due to daily time entry and reduced invoice processing time
- Greater staff efficiency (fee earner

and admin) as less time will be spent on redundant data entry

- Reduced lost fees due to incorrect billing rates on jobs

While ROI is always difficult to measure, RGL acknowledges that revenues have definitely increased since the implementation of Maconomy. Brunner identifies three signs indicating the project was a success: “Most importantly, the CEO is still employed,” he jokes. “Second, RGL is still operating and bills are going out. And last, the system is working!”

Creating value for RGL Forensics

Success Criteria

- Information Dashboards for fee earners
- Invoicing flexibility
- More frequent and more accurate time entry
- Integrated system that reduces duplicate data entry
- Standardize best practices across all office and lines of business

Maconomy Solution

Maconomy Accounting Solution
Client Relationship Management

organic business solutions

Deltek (Nasdaq: PROJ) recently acquired Maconomy to create the leading global provider of enterprise applications software and solutions designed specifically for project-focused businesses. For decades, we have enabled government contractors and professional services firms to automate mission-critical business processes around the engagement, execution and delivery of projects. Over 13,000 customers use our solutions to measure business results, optimize performance, streamline operations and win new business.

For more information, please visit

maconomy-usa.com



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