

THE IFISH GROUP, INC. CASE STUDY

How The iFish Group started getting paid two weeks earlier with BigTime



About The iFish Group

The iFish Group (IFG) is a technology-solution service company committed to helping make state and local government digital services more efficient for their departments and more effective for their citizens. The State of California is IFG's top client, and IFG provides Information Technology strategy and consulting services to drive and expedite successful business outcomes.



IT Services & Business Management



Sacramento, CA



50+ Users



"Anytime we wanted to update our self-built time tracking system, I'd spend \$5-10k worth of billable time on our own internal process. Finally, we agreed it was time to search for a professional time tracking system that could be customized to our needs."



Scott Schriber

*Director of Operations,
iFish Group*



The Challenge

As Information Technology professionals, IFG wrote and used their own custom-built time tracking system for nearly 5 years. Throughout that time, Scott Schriber, Director of Operations, says that IFG logged approximately \$100,000 of billable time to develop their homegrown solution.

Knowing that this system was not sustainable for the company's growth and additional tracking needs, IFG began their search with three specific needs in mind:

- 1 Flexibility of Project Structure**
Specific project structures initially drove IFG to build their own system, so in the new solution, they wanted the ability to completely customize projects to their billing needs.
- 2 Integrates to Accounting**
Making the switch to QuickBooks Online at the same time as they were looking for a new time and billing solution, the firm required that the two systems needed to work together for effortless financial tracking.
- 3 Project-level Reporting**
Although company-wide financials were tracked in their accounting software, IFG had no way to view project-level reporting. Knowing this would be a huge benefit to managing their firm's health, they wanted a solution with more granular reporting for project and staff utilization insights.



The Solution

After evaluating several solutions, IFG knew that software that was designed for project management would not suit their needs. Custom project structures were a priority during their search for the purpose of accurate time tracking and billing, not day-to-day task management.

Finally, IFG landed with BigTime, the platform that offers all of the important features that they need.

- ✓ All project fields were completely structured to mirror the language that IFG already had in place, so that each line item on their invoices matched their work contracts.
- ✓ BigTime Support team managed the integration to IFG's QuickBooks Online set up and ensured that everything seamlessly synced.
- ✓ Custom reports were built to uncover a new level of data for the firm. For the first time, they were able to see utilization rates and track project budgets and profitability in real-time.



The Results

Before BigTime, The iFish Group's monthly time and materials invoices for the previous month would go out as late as the 17th.

Now, with the improved automation and efficiency, every invoice is out on the first of the month.



During our two years with BigTime, there have been many improvements and the platform is getting better all the time. I appreciate that their support team is always readily available for customers and that they're very open to suggestions for new features. It gives me confidence that this will be a lasting partnership.



Scott Schriber

Director of Operations, iFish Group

"The whole process was very easy, there were no problems making the transition," Schriber said.

In addition to their initial feature wish-list, IFG has dramatically improved the way their invoices are built, stored, and previewed. Internal cross-checks before an invoice is sent are now easier for the management team, with every item laid out clearly.

"The reconciliation between project financials in QBO is much better. Invoicing out of BigTime and then directly posting it to QuickBooks allows for zero human error to be introduced," Schriber commented.

Time entry reviews have been another seamless perk. Their previous system would only allow for timecards to be submitted at the end of the week. In BigTime, if the end of the month is on a Wednesday, a staff member can submit their timesheet on Wednesday to speed up the payment process.

About Bigtime

BigTime takes the guesswork out of utilization, capacity planning, and project profitability. Our award-winning PSA software provides project planning, budgeting, time and expense tracking, and invoicing, all backed by uber-cool reporting and analytics.

We help accountants, architects, engineers, IT-services firms, and scientific and management consultants budget, track and bill their most important asset: time.

Looking to power up your professional services organization? Click the button below to request a personalized demo.

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