



NETCONN's Unanet Implementation



About NETCONN

NETCONN Solutions' mission is to be a recognized leader among Federal IT integrators by providing quality professional and technical services and solutions.

NETCONN has four main areas of expertise:

- Network Infrastructure
- Information Assurance
- Disaster Recovery
- Data Center Services



Background

- Primarily Government Contractor
- Founded in 1997
- 71% average annual growth rate
- Woman-Owned Small Business
- Headquartered in Hagerstown, MD
- Presence in 11 States
 - Employees travel regularly in the country and throughout the world
- 160 Employees; 5 Subcontractors
- CMMI Level 2



Primary Issues with Current T&E Tools (2006)

- Jan 2004 implemented Deltek GCS Premier
 - Replaced paper timesheets with Deltek TimeCollection
 - Product was new to market and users found it unreliable and frustrating, particularly with regards to version updates.
 - Used proprietary system for expense management
 - Maintenance costly and subject to conflicting internal priorities
 - Manual management of JTR Per Diem rates
 - Required manual data entry to input into GCS
 - Managing over \$1M in annual travel expenses
 - Limited financial controls and management oversight
 - Project reporting tools very limited
 - Difficult to monitor revenues and project “burn rates”
 - Data was three-four weeks old out of GCS
 - No decentralized system to easily share job status report



Selection Process

- Selection Committee of End Users
- Evaluated Four Systems
 - Unanet
 - Deltek
 - DATABASICS
 - Gelco
- Unanet Chosen
 - Ease of Use
 - Real-Time, Accurate Time Management
 - Accurate Cost and Revenue Forecasting
 - Quick Burn-Rate Analysis
 - Managerial/Team Lead Access to Information



Implementation Approach

- Phase Roll-Out with Pilot
 - Indirect employees served as pilot
 - Phase 1 include ½ of billed work force
 - Phase 2 include largest contract
- Unanet Task Force Established
 - Internal team with stakeholders from HR, Finance, PMO staff, and Contract Leads
 - Focused on internal process improvement for one year after implementation
 - Understanding the System
 - Approval and Control Processes
 - Residual Implementation Issues



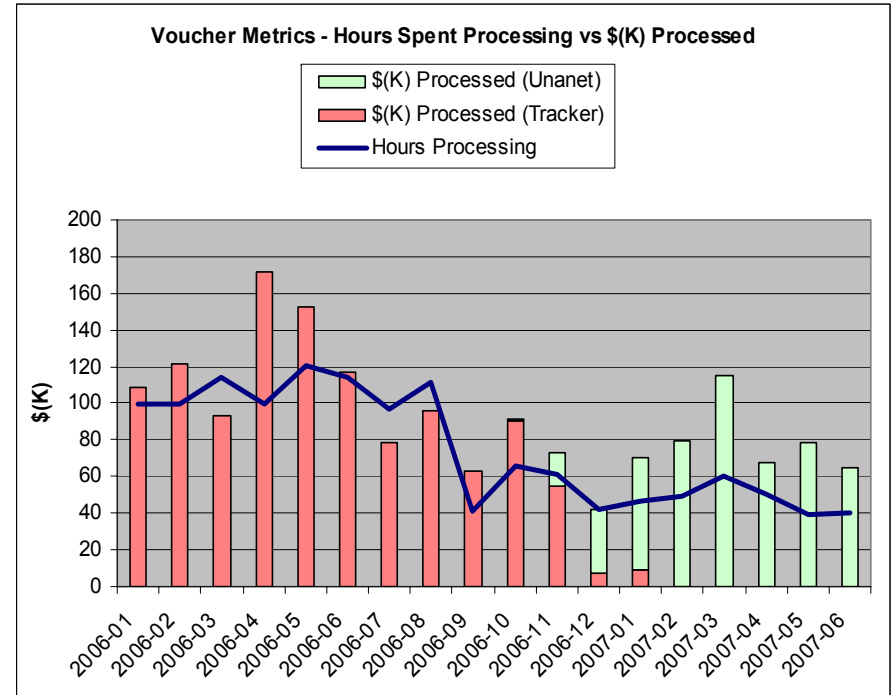
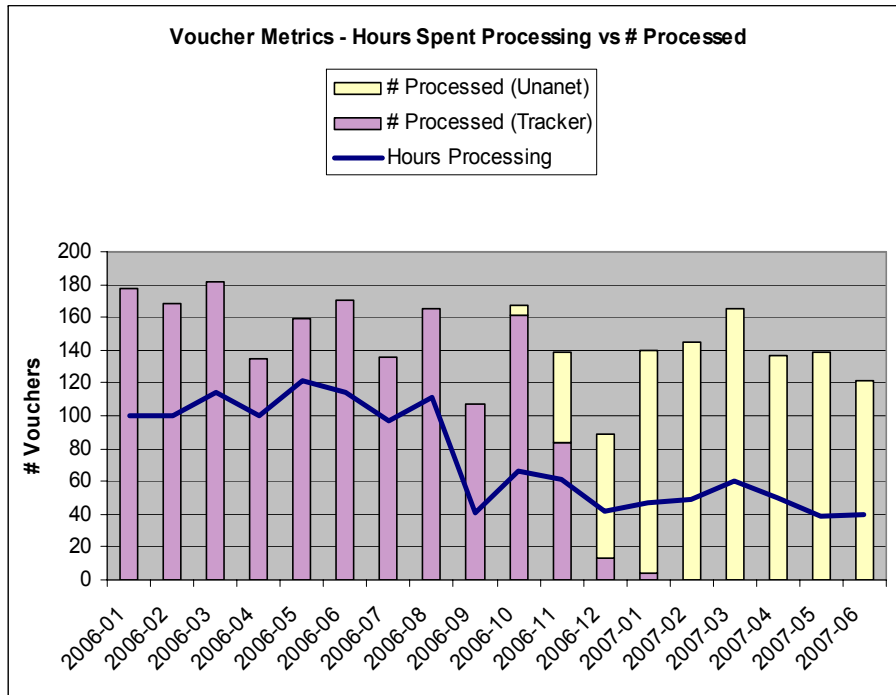
Business Benefits

- Time Management
 - Increased reliability of system performance
- Expense Management
 - Increased voucher processing efficiency by 100%
 - Error rate on expense reports greatly reduced
 - Improved expense turnover by weeks
- Project Management
 - Improved revenue forecasting models
 - Same revenue data is shared across the organization
 - Real-time revenue monitoring helps manage “burn rate”
 - Driven down to team leads and tied to performance rewards



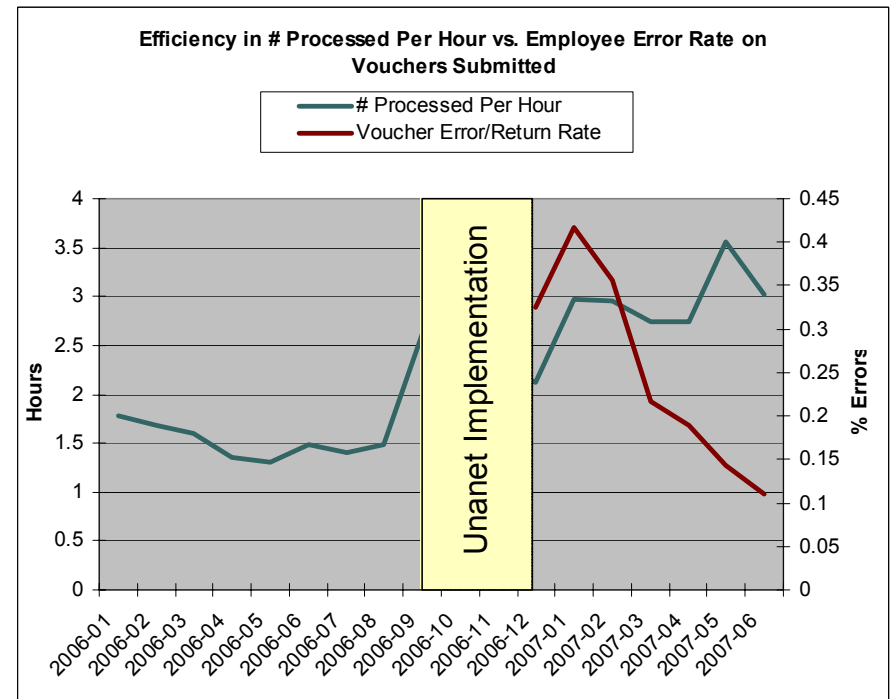
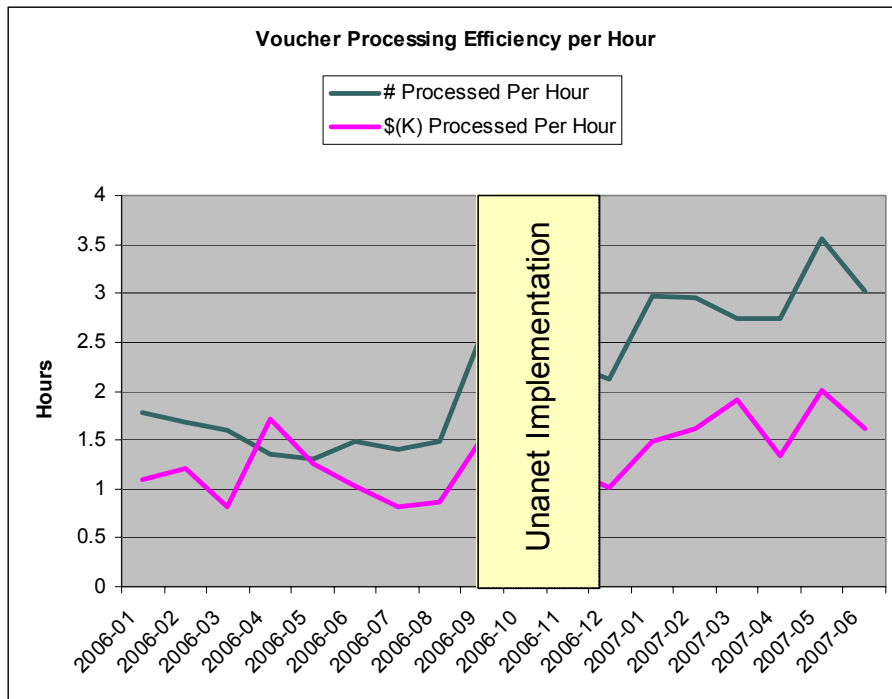
Hours Spent Processing Vouchers vs. # & \$(K) Processed

- LOE required to process expense vouchers is a function of both the quantity of vouchers processed as well as the dollar amount processed.
- Hours spent processing same number and dollars of expense vouchers have decreased over time, freeing staff up from data entry tasks to higher-level financial management functions in support of company's strategic plan.



Voucher Processing Efficiency

- Efficiency of expense voucher processing has increased over time, so more vouchers are now processed per hour.
- Efficiency of expense voucher processing has also increased as users learn more about the system as well as financial controls and less vouchers are returned to them for correction.



- Pilot Program Ideal Approach
 - Indirect employees took the brunt of the organizational learning curve
- Task Force Concept
 - Issues bubbled up quickly and addressed by dedicated audience
- Financial and Managerial Controls
 - Constantly in refinement - work closely with employees and management team to determine best mix of controls
- Unanet has tons of capability
 - Webinars offer wealth of information on system functionality and how other customers are applying the tools

- 2007 Purchased Resource Management
 - Now beginning to manage all our revenue projections in Unanet
 - Need to expand on this effort and fully incorporate skills matrix
- Project Tracking
 - Looking to migrate proprietary project tracking system to Unanet
 - Issues Management
 - Reporting Time at WBS level
 - Document Repository
 - PMO Dashboard Reporting
 - Customer Reporting
 - Open to exploring other ways Unanet can support CMMI Process Areas
- Unanet Partnering
 - Continue to feed potential improvements to Unanet to help evolve the system

Questions?