

## Customer Case Study: LGR Telecommunications

### Growing Pains

LGR Telecommunications – a specialist information and communication technology (ICT) solutions provider to the global telecommunications industry – experienced a significant amount of growth in 2009 and while this growth was positive, it didn't come without its share of growing pains. As requirements to manage hours on an increasing number of projects mounted, LGR's former process of employee time tracking became unmanageable. It required additional staff to extract hours, projects, notes, vacation hours, holidays, overtime, etc. The process offered little flexibility when new projects and tasks needed to be added and tracked.

LGR Telecommunications set out on a search for a web-based timesheet and expense management solution and chose Journyx Timesheet as their best option. LGR now uses Journyx Timesheet for time tracking and invoicing, as well as tracking vacation, personal days and overtime hours. Additionally, LGR is currently testing Journyx ProjectXecute for its project management needs. ProjectXecute is the newest Journyx solution that integrates project plans, resource availability and financials to provide a complete view of project profitability in a single system.

### In Their Own Words

"The change to Journyx Timesheet allows us instant visibility into hours spent by project, task, user, etc., as well as into vacation, personal and other leave accruals and time used," said Phil Pierson, engagement manager, LGR Telecommunications.

"Additionally, we can easily measure hours accrued to date on our projects, ensuring that they stay on-track and within budget. Timesheet allows for simple reporting when questions from customers arise. The reports also help us to be more accurate in creating annual budgets by reviewing actual hours spent on past projects.

Timesheet has standardized our tasks, categories and project names across departments, allowing consolidation of hours and improved project reporting. Timesheet simplifies the approval process for management and gives better visibility into staff levels based on requested leave.

Overall, Journyx Timesheet works very well for our company, is extremely flexible and easy to use and provides us with good visibility into the work being performed without adding significant overhead to the process."

### About LGR Telecommunications

Formed in 1998, LGR Telecommunications (LGR) is a specialist ICT solutions provider to the global telecommunications industry. Its core business is the supply and ongoing development of CDRlive, the world's premier data warehouse, analysis and reporting solution for the Call Data Record (CDR) environment. For more information, go to <http://www.lgr.biz>.

### About Journyx Timesheet

The Journyx Time Division understands time tracking thoroughly. With more than a decade's worth of experience solving time-related business issues for enterprise-level customers, the Journyx Time Division can turn your hardest time accounting problems into positive, revenue-maximizing processes. We also can integrate Timesheet with all your other business applications to meet billing, payroll, time cost accounting or business intelligence needs. For more information, go to <http://pr.journyx.com> or contact Journyx at (512)834-8888.

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***– Phil Pierson,  
Engagement Manager,  
LGR Telecommunications.***