

## Customer Case Study: NCR Corporation

Prior to implementing Journyx Timesheet, NCR Corporation – a global technology company leading how the world connects, interacts and transacts with business – had no way of knowing where employees were spending their time, which is not an uncommon problem. Now, with help from Journyx, a window has been opened into the inner-workings of the company and the productivity of its people.

### The First Hurdle: Deciding To Track Time

Though implementing a time tracking system into a corporation can seem a mammoth undertaking, NCR Corporation undertook the challenge, knowing that the end-result would be worth the initial resistance from employees. Representatives from Journyx met with NCR Corporation to assess challenges and address possible questions and concerns.

According to Steve Allen, Senior Project Manager at NCR Corporation, "Journyx gave - and continues to give - superlative service. We downloaded a local copy of the Journyx solution so that we could explore its functionality. This hands-on approach went a long way in convincing me that Journyx would meet our needs."

***"Journyx helps us refine future estimates based on historical data. The pivot table and accounting extracts provide interesting analysis opportunities for us."***

***Journyx helped us conquer the mind-shift from no time tracking to something that now feels natural at NCR."***

***– Steve Allen,  
Senior Project Manager, NCR***

### From No Time Tracking To A Configurable Solution

NCR Corporation now uses Journyx to track the time of 175 people, including NCR employees and contractors, at two engineering sites. NCR approves both timesheets and projects via Journyx, and tracks hours for billable projects, customer support projects and absenteeism.

The highly configurable Journyx solution allows NCR to rename features, such as changing "Billing Rate" to "Project Feature" so that NCR can track sub-project deliverables within a project. Additionally, the open architecture of Journyx has allowed NCR to develop backend interfaces to use their data for payroll exceptions (including vacation, illness, overtime pay and support standby pay); conversion to the accounting ledger; and a year-to-date Excel pivot table of summarized data.

### Knowledge Is Power, Or In This Case, Profitability

"We now have a more accurate means to know what things cost," says Allen. "Journyx helps us refine future estimates based on historical data. The pivot table and accounting extracts provide interesting analysis opportunities for us. Journyx helped us conquer the mind-shift from no time tracking to something that now feels natural at NCR."

### About NCR Corporation

NCR Corporation (NYSE: NCR) is a global technology company leading how the world connects, interacts and transacts with business. NCR's assisted- and self-service solutions and comprehensive support services address the needs of retail, financial, travel, healthcare, hospitality, gaming and public sector organizations in more than 100 countries. NCR ([www.ncr.com](http://www.ncr.com)) is headquartered in Dayton, Ohio.

### About Journyx

As the creator of the web-based time tracking industry, Journyx carves out its own path, while guiding customers to their goals and destinations. Journyx helps customers reach the highest levels of profitability by automating labor-intensive, paper-based processes with a superior, Web-based solution. Founded in 1996, Journyx is the *first and only* company to establish Per Person/Per Project Profitability (P5), a proprietary process that enables customers to gather and analyze information to discover profit opportunities. Journyx has thousands of customers worldwide, including American Airlines, Bayer, AC Nielsen, L'Oreal, The Discovery Channel, Schlumberger, Capstone Turbine and many others. Journyx solutions are available both as software-as-a-service (SaaS) and on a standard license basis. For more information, go to <http://pr.journyx.com> or contact Journyx at (512)834-8888 or [info@journyx.com](mailto:info@journyx.com).