

CUSTOM DATA PROCESSING, INC.

“BigTime has helped us a lot from a time-tracking efficiency standpoint. It allows managers to view and track the time of the people they manage. And it definitely frees up my schedule, because earlier I was the one doing it all. The software is really helping us optimize our business processes.”

— Kelly Pralle, Chief Financial Officer

CUSTOM DATA PROCESSING, INC. is the nation's premier provider of data management systems and services to the public health community. For more than 30 years, CDP has been a center of innovation for enterprise health software, implementing customized solutions for public health clinic management, WIC/EBT, home health, and environmental health applications at thousands of sites across the country on behalf of federal, state and local health organizations.

BASED IN: Romeoville, IL. **OTHER OFFICES:** Frankfort, KY, Burlington, NC, Tucson, AZ, and Ogden, UT. **INDUSTRY:** IT Services. **WEBSITE:** cdpehs.com

BIGTIME USERS: 100+

THE TIME HAD COME FOR A SERIOUS UPGRADE.

Until a few years ago, leading computer programming and software design company CDP didn't need a powerful yet flexible time management system. But after experiencing significant internal growth — adding more than 50 people, effectively doubling the firm's size — all of that changed.

"We were growing to such an extent that we really needed to bring in something just to manage the madness," Pralle says, adding that CDP's previous tool had been discontinued. "We were working with an accounting consultant at the time who suggested moving to BigTime because of how well it works with QuickBooks. We found it to be a necessary upgrade."

CUSTOM REQUIREMENTS, CUSTOMIZABLE TOOL.

CDP's programmers work hourly on individual projects, and the firm's clientele requires that time to be tracked very closely and idiosyncratically.

"We work with state governments, environmental systems, healthcare networks and various other public entities, so we cater to some pretty unique billing needs at our firm," Pralle says. "We have grant money that has to be billed under different grant types and customers, so we needed a customizable billing tool to accommodate those requirements. BigTime makes it easy to do."





WORKING TOGETHER FOR A SMOOTH RAMP-UP.

CDP availed itself of all of the technical support that BigTime offered in the "on-boarding" process: demos, webinars and a host of other support opportunities that could deliver the kind of guidance and personalized assistance CDP desired.

"We worked very closely with BigTime during that initial phase to integrate the software perfectly and ensure that we were using the tool in the best ways possible," Pralle says. "If we ever had any questions, they were always there to help."

Accessibility is key when a support issue, simple or complex, arises, and BigTime has made it easy to troubleshoot with a comprehensive knowledge base, blog and online chat window just a few of the resources its customers can take advantage of.

AN APP DESIGNED SPECIFICALLY FOR IT SERVICES.

Leveraging a deep customer base and more than a decade of experience serving IT services firms, BigTime can offer CDP the kind of industry-specific functionality other time tracking apps can't — all from the convenience of the cloud.

These features include the ability to schedule phases/tasks per project with due dates and status. The flexibility to structure multiple billing rates per staff member, per project and per activity. And the power to automatically invoice hardware or software alongside labor and billable hours without manually inputting line items.

"BigTime has helped give us a much better idea of how much we're spending on each job function and on each customer, and we can now more easily and accurately bill our clients under the correct task codes," says Pralle, noting that there are a lot of time-saving capabilities CDP has yet to tap into. "So far, this tool has worked out so much better than our previous time tracker. And we're just getting started."

BigTime Software, Inc. is dedicated to developing practice management tools that help growing professional services firms track, manage and take control of their time. Its popular industry-specific solutions are designed to speak the language of more than a dozen business types, from accounting and architecture to IT services.

BigTime is an Intuit Gold Certified Developer — the highest level of certification for third-party QuickBooks applications — and is the only time tracking app embedded within Intuit's own practice management system. BigTime has thousands of active customers who rely on its cloud-based time and billing solutions to more easily manage their businesses and effectively plan for tomorrow. To learn more visit www.bigtime.net.

BigTime is the complete practice management system for growing professional services firms across a variety of industries, including:

ACCOUNTING

ARCHITECTURE

DESIGN/ADVERTISING

ENGINEERING

 **IT SERVICES**

LEGAL

MARKETING

MGMT. CONSULTING
