

Eppstein Uhen Architects

Leading architecture firm takes business to the next level by moving to Deltek Vision®

“With Vision, our CRM data is now fully contained in one single integrated database.”

Bret Tushaus, Director of Information Technology with Eppstein Uhen Architects

THE CHALLENGE

When Eppstein Uhen began using Deltek Sema4 in 1998, they needed a financial management solution that would handle project management, accounting and billing. As Eppstein Uhen continued to garner more clients and expand, the firm realized additional functionality—such as an integrated database, real-time reporting and opportunity tracking— was needed in order to take the company to the next level.

“Sema4 had provided us with a solid accounting system that we used as the foundation for our business,” said Bret Tushaus, Director of Information Technology. “However, when our company’s growth clearly warranted the implementation of a client relationship management (CRM) system, we attempted using a homegrown solution through Outlook. But to make it work we had to manually transfer project and client data into Sema4 to pursue opportunities and even track basic client information.”

THE SOLUTION

Eppstein Uhen once again looked to Deltek for a solution. They learned that Deltek Vision, a fully integrated solution that combines a complete project accounting system with an integrated project management and CRM solution, provided all of the functionality that Eppstein Uhen had been seeking. By the end of 2003, the firm was utilizing Deltek Vision to streamline operations, improve performance management and win new business.

Eppstein Uhen has also configured Deltek Vision’s CRM module to further meet the process management needs of the firm. By using Vision’s flexible architecture, for example, Eppstein Uhen developed a go/no-go tab to for internal opportunity tracking.

THE BENEFITS

Overall, Eppstein Uhen experienced large productivity and profitability strides with the implementation of Vision, reducing days sales outstanding (DSO) from an average of 90 -120 days to 60 - 75 days on average. The solution has also improved data accuracy as well as efficiency, reducing the time required to charge unposted labor to projects by at least two weeks on average.

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Deltek (NASDAQ: PROJ) is the leading provider of enterprise applications software designed specifically for project-focused businesses. For more than two decades, our software applications have enabled organizations to automate mission-critical business processes around the engagement, execution and delivery of projects. More than 12,000 customers worldwide rely on Deltek to measure business results, optimize performance, streamline operations and win new business.

Reporting is another key area of improvement for Eppstein Uhen. With Vision's real-time reporting, project managers can now access all financial and project information, from cash flow and weekly cash receipts to labor data, across all levels of the organization. The result has been improved communications across all departments, improved employee productivity, better forecasting and fewer errors.

Vision has also enabled Eppstein Uhen to formalize the processes around revenue projections, improving the accuracy of long-term project and financial forecasts. Vision's project management capabilities now allow the firm to accurately project revenue up to three years in advance, serving as a vital planning tool. "With Vision we are better positioned to plan, better positioned to effectively manage growth and better armed with the tools we need to effectively market and achieve anywhere we're falling short," Tushaus said. "Information is truly power, and that's exactly what Vision brings to the table, with a high degree of flexibility, integration and complete transparency.

In the fall of 2006, EUA expanded the Vision footprint to include the Resource Planning functionality, further extending the integration. Through the use of Resource Planning, project managers are developing plans to forecast and manage their projects. As a result, the management of resources throughout the firm has improved significantly. Staffing needs throughout the office are better tracked, the firm is getting better at preparing for and predicting future workload, and hiring activity is more closely tied to actual project needs. Beyond the resource management advantages, project managers are using the project planning functionality to more accurately budget their projects and through tools like "earned value" are keeping a closer, more real-time eye on projects. All in all, the functionality that resource planning has brought to the table has boosted EUA's ability to stay on top of resource utilization and project performance.

Beyond the base functionality offered by Vision, EUA has taken steps to deepen the integration into other areas of the enterprise. By leveraging Vision's ease of customization via custom fields and tabs along with many in-house, custom-developed tools, much of Vision's data and functionality has been extended into other core applications:

- The firm's VoIP phone system leverages Vision's client, contact and employee data
- Core Vision project data is accessible directly from commonly used Microsoft Word forms and documents
- The firm's HR needs are fully served by Vision, eliminating the need for an additional HR application
- Vision data populates various areas of the firm's Intranet making commonly accessed information more readily available to employees.

This deeper integration has caused Vision to touch more aspects of people's everyday tasks and has resulted in more engagement from all employees and a more thorough understanding of the importance of maintaining complete and accurate data.

ABOUT EPPSTEIN UHEN

With more than 140 employees and \$24 million in 2007 total revenue, Eppstein Uhen Architects (EUA) is a thriving architecture firm serving corporate, healthcare, public, retail and senior living markets. Primarily serving the Midwestern United States, EUA has enjoyed a steady annual growth at 10 to 15 percent and has worked on several award-winning projects such as the Milwaukee Intermodal Station, Manpower World Headquarters, and major GE Healthcare facilities in Milwaukee and Barrington, IL.