OpenAir®
A NETSUITE COMPANY

Niteo Partners

www.niteo.com

At A Glance:

- **Company:** Subsidiary of NEC, a multinational provider of Information Technology (IT) and network solutions.
- **Employees:** 150
- **Industry:** Consulting and Systems Integration
- **Location:** Edison, NJ. (Corporate headquarters in Tokyo, Japan)
- **Challenges:**
  - Manual leave tracking practices lead to unreliable employee balances.
  - An unstable paid time off system produced massive leakages in revenue.
  - Employee strife arose from uncertainty over personal vacation time.
- **Results with OpenAir:**
  - Savings. Company Senior Director of Delivery estimates 1.0% increase in annual revenue due to OpenAir leave accrual
  - Flexibility. OpenAir customization allows company to tailor the system to meet their unique needs.
  - Simplification. Creates self-service for employees to monitor their personal leave.
  - Accuracy. System automation eliminates manual processes and associated errors.

NITEO PARTNERS

"Our consultants have been vocal regarding the improvements they have seen with OpenAir. They have greater visibility within the system and can self service their information needs."

— Jignesh Jain, Senior Director of Delivery
Niteo Partners

Results

Almost a year into its use of OpenAir's leave accrual feature, Niteo not only has experienced immediate results but also foresees invaluable benefits for the future. "By tightening and streamlining our leave tracking system through OpenAir, we are able to prevent leakages due to imprecise methods. These leakages may otherwise have been 0.5% to 1% of our annual revenue."

With a year of data in the system, the company now has extremely powerful statistical information for financial planning and revenue projections. "OpenAir now enables us to access historical information with great ease. We can track when in the year employees normally take leave as well as on average how many billable days a consultant is available."

For a consulting company whose monthly revenue is directly connected to available billable working days, this information is both crucial and powerful.

OpenAir's leave accrual solution not only positively affects your bottom line in regard to current employees but also after a resource leaves the company.

"I have seen large organizations write $10,000 checks for unused vacation when an employee leaves, simply because their leave accrual systems were inaccurate and disconnected. With OpenAir, we know our numbers are correct when an employee needs to be reimbursed for unused vacation."

The Challenges

Prior to implementing OpenAir leave accrual, Niteo tracked leave through Microsoft Excel — a method that was cumbersome and was often imprecise.

Find out more: contact OpenAir at 1.888.367.1715 or visit www.openair.com

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"Employees were logging time against five different job codes while our Accounting department was using its own system to track leave; often with disconnects between the two systems," said Jain.

This method resulted in conflicting and inaccurate figures. Additionally, employees had no self-service access to know their leave balances.

Through experiences at other larger companies, Jain understood that although the tracking of vacation often carries an insignificant connotation, it can greatly impact a company's revenue stream.

"Usually the idea of tracking vacation time is considered not overly important. However, a services company of our size can expect 5% of their revenue to be dedicated to paid leave."

The Solution

With this in mind, Niteo began implementation of OpenAir's leave accrual feature in January 2007. "I was pleasantly surprised with the ease of transition that we experienced during implementation. Our current figures were loaded into OpenAir within two hours and our leave accrual configuration was up and running that day," said Jain.

OpenAir's leave accrual feature empowers organizations to reduce leakage in their vacation tracking as well as tighten the process to prevent inconsistencies.

"A user's timesheet directly correlates to their leave accrual rules as well as their leave balance," said Jain. "When an employee takes leave and their timesheet is approved, there is an automatic draw-down from their balance." This seamless system prevents lost data that a multi-system approach is prone to.

In the case of Niteo, leave is accrued in four main groups: vacation, sick, bereavement, and personal days. These groups accrue at different rates and during different periods.

"A very positive aspect of OpenAir's leave accrual feature is that it supports different rates and times of accrual. For example, personal days are earned at a rate of one day every six months while vacation days are accrued at a rate of fifteen days over twelve months." OpenAir's robust leave accrual rules make this process simple and automated.

Perhaps the most important benefit Niteo has experienced is employee satisfaction. Before OpenAir, an employee had to send an email to Human Resources to obtain their vacation balance. Now, leave accrual balances are available immediately upon login to OpenAir.

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