



**EXPRESS**  
INFORMATION SYSTEMS



## **Professional Services**

In professional services, efficiency is a primary concern. Time—when billed for—is money.

Time and expense transactions need to be captured by your employees easily, while they're on the job. The data they enter needs to feed directly into the billing system, as well as costed back to the project so that revenues can be appropriately recognized.

Inventory issues and other costs such as employee related-expenses need to be available for the same systems so billing cycle times are reduced and true profitability can be measured.

Finally, executives need roll-up visibility of performance, utilization, and profitability across all their projects so they can allocate resources appropriately and manage their organization according to strategy.

Express Information Systems along with Microsoft Business Solutions can deliver solutions that let your firm focus on delivering outstanding services.

## **The Customer Front and Center**

Creating strong client relationships that provide repeat business is a critical success factor in today's highly competitive professional services environment. Each project provides the opportunity to add to a knowledge base that can be leveraged for future projects. This client- or industry-specific knowledge is a valuable asset—it provides the opportunity to improve profitability and customer service and provides an edge in a competitive market.

## **Smooth Project Management**

Accurate but flexible project management—from the initial proposal through invoicing—is absolutely essential to the success of every project. Creating a proposal that accurately reflects the demands of the project is the first challenge. Software applications can provide detailed, multidimensional project histories, helping project managers deliver better initial project estimates on tight deadlines without resorting to guessing.

## **More Efficient Operation**

The business life cycle is complex and ever-changing. As a service offering matures, the nature of the service-delivery work changes. The mix of professionals appropriate for completing the work will change, the rate structure and salary structure will fluctuate, and the leverage model—the ratio of junior personnel to senior personnel—will also need to adjust to preserve profitability. Financial tools to enhance the visibility and control of a professional services organization are available, resulting in confident and smart decisions. From Web-based time and expense entry systems to automated billing and customized invoicing, business tools can help make operations healthy and profitable.

## **Build a World-Class Operation**

We know that deep industry expertise is required to address the range of professional services needs. That is why we work closely with many companies around Texas to bring firms outstanding software applications combined with the world-class capabilities needed to meet specific business needs. To ensure a seamless computing environment, all our solutions and our offerings integrate fully with Microsoft Office and financial tools to meet the diverse needs of the professional services industry.