



Resource Hero

CenTrak Streamlines Time and Project Tracking with Resource Hero



How Resource Hero helps this tech company walk the walk when it comes to efficiency.

CenTrak's mission is to help its clients achieve efficiency, and does so by providing robust and scalable location and sensing services. This technology helps large hospitals, senior living communities, and other healthcare providers track medical equipment, staff, and patients in real time. The result? Improved patient care, safety, and satisfaction, as well as optimized staff and equipment allocation. And because CenTrak technology integrates with existing infrastructure—from nurse calling technology to surgical workflow programs, hand hygiene compliance monitoring, asset management, and more—collecting and leveraging big data has never been easier.

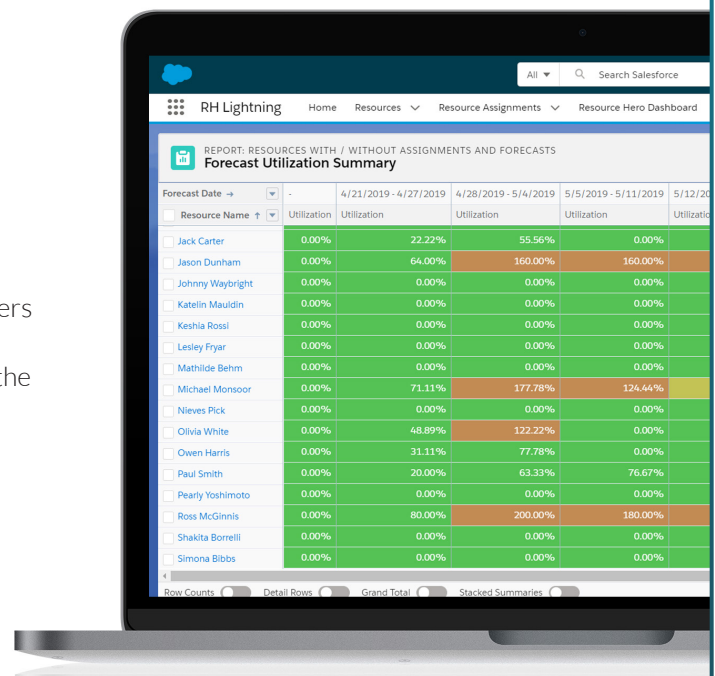
But while CenTrak has helped thousands of satisfied users streamline their operations, its in-house resource tracking procedures needed an upgrade.

The Challenge

CenTrak directors manage team members, who are all concurrently working on different projects at different stages of implementation. These team leaders needed a better way to track employee time and project status. They also needed a way to accurately forecast estimated hours for upcoming tasks.

One director explained how he tracked time before Resource Hero. Each team member would email very general time sheets that didn't designate between the various projects they worked on. Team members would also email their time projections to him, estimating how much time they thought they'd need for any given assignment. It was up to the director to keep track of all this. He managed this information in an Excel spreadsheet which he updated daily but it was time consuming, difficult, and impossible to gain high level insights about efficiency without hours of additional data entry and administrative work.

CenTrak needed to spend less time on administrative tasks, and streamline its time tracking,



The Solution

Resource Hero has changed the game for CenTrak directors. The first benefit is that Resource Hero has made time tracking and forecasting easier and more accurate. Employees still fill out time sheets, but these sheets now mirror fields in Resource Hero, which designate time spent on specific projects. This not only creates a clearer picture of how employees are spending their time, but also allows directors to approve or adjust proposed time forecasts based on real data—which is easier than ever to interpret at a glance.

Tracking project status is also more efficient. Resource Hero allows directors to update and view the various steps of each

project—including design, configuration, and testing—in real time. To keep everyone on track, staffers assigned to a project are automatically alerted when the status changes, to let them know to begin their step and remind them how much time they forecasted for it. Because of this, it's so much easier to see what everyone assigned to a project is doing, and if they are accurate in their forecasting. Preparing for meetings with upper management has also been streamlined, since the hours spent inputting and analyzing data in Excel is no more. Calculations are a thing of the past. Today, directors can ascertain high level insights at a glance within Resource Hero, or export the data to share.

Resource Hero saves me a ton of time. Every business wants to keep administrative work to a minimum, and get exposure to the data right away. It's all about being efficient in how data is collected and presented, and we're able to achieve that with Resource Hero.

- Barak Nissan, director of field service engineering at CenTrak

The Results

Minimized Administrative Tasks: Leadership no longer needs to create Excel spreadsheets (or another from-scratch system solution). Manually calculating insights is a thing of the past. Thanks to Resource Hero, at-a-glance analysis is possible.

Automated Notifications: When a project's status changes, Resource Hero automatically alerts the next staffer in the chain, to let them know they can begin their portion of the project. It also lets them know how many hours they've forecasted for this task. This keeps projects moving swiftly and on budget, and minimizes the time leadership needs to spent delegating tasks and updating team members on status.

Better Project Management: Resource Hero allows leadership and team members to see the status of various projects, keeping everyone on track.

Improved Client Relations: Tracking time with Resource Hero allows leadership to see when forecasting is inaccurate, or where extra time was needed because of a challenge. Going forward, this helps leadership to calculate more accurate quotes, leading to better profitability and fewer cost changes down the line.

Increased Profitability: Leadership can compare data from Resource Hero to purchase orders that come in from vendors and customers, to see if forecasting was accurate. They can then calculate the variance in profitability and make changes going forward.

