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Case Study: Dillon Folker Stephens

Established in March 2001 by the merger of two existing town planning practices, Dillon Folker Stephens is the Sunshine Coast's leading specialist town planning consultancy employing 13 professional staff. The company specialises in providing professional town planning and development advice to both public and private sector clients on the Sunshine Coast and throughout Queensland and boasts expert knowledge of IPA, IDAS and a range of planning schemes. DFS has gained a reputation for quality, lasting client and local government relationships developed over 20 years.

Dillon Folker Stephens used a time-consuming billing system involving manual excel spreadsheets, which had to be re-entered into MYOB. For a medium sized company like this looking to expand and become more efficient, Timeslips was the perfect resource.

Director of Dillon Folker Stephens, Kari Stephens, explains how Timeslips has improved the business:

"I think it is fair to say that Timeslips has changed many of the financial aspects of our business. Changing from a time-intensive manual data entry and billing system to a fully automated software package has been a bit of a revolution. There have been some growing pains (which naturally come with a whole new system) but in the long run, the pain has been worth it.

Timeslips allows each of our staff to control their own time, expenses and projects in real time. We can also track project budgets, work in progress (WIP), and sales targets. We have customized our frequently used activities so that the pull down menu lets us select from a range of activities specific to our business. The other function that we really like is the abbreviations – it saves so much time. But perhaps the best of all, is the 'Aged WIP' report – our WIP has never been so low!

Since using Timeslips, we have dramatically improved our WIP turn around days. Even our debtor days have decreased, because we can now track our unpaid invoices with more accuracy and certainty. But best of all, our staff have developed 'ownership' with clients, projects and budgets. The improved access to knowledge and budgets has empowered our staff, and we feel we have all benefitted as a company."

Our company and Time & Data Management have an on-going business relationship. Although we've been using Timeslips since March, we're probably only using a fraction of its full potential, but it's a learning experience. We are looking forward to working with Time & Data Management to tackle some of the more advanced features in the future.



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