






CASE STUDY

NETSTEPS DELIGHTS CUSTOMERS, INCREASES PRODUCTIVITY 50% WITH ATTASK

NETSTEPS 

-  Netsteps LLC
-  Software
-  60 Employees
-  www.netsteps.com
-  Lehi, Utah

When the task management tool Netsteps was using failed to keep up with the company's growth, they found AtTask Enterprise Work Cloud. The solution soon became their one source for efficiency-driving data.

GROWING PAINS

Netsteps LLC is a SaaS and professional services company that specializes in large-scale, often national, enterprise software implementations. Their typical projects are complex, usually six months in length, dealing with multiple client offices and a host of dependencies, stakeholders, and influencers. In early 2011, Netsteps was experiencing significant growth with larger clients, but they were still using the OnTime task manager and bug tracker to manage their work. The tool was tolerated by their team members but was viewed as a necessary evil.

Extracting data from OnTime to produce meaningful reports was very time-intensive. This manual process only became more of a drain on resources as workloads increased. As a result, most of their activities and benchmarks were not measured. Project statuses and tracking were invisible.

It became clear to VP of Operations Chris Yadon, that, if they were going to succeed with their growing demand, they needed a solution with stronger project and portfolio management capabilities.



INCREASE IN PRODUCTIVITY

With AtTask, NetSteps team members got back 50% or their time, which had been wasted previously trying to create reports.

"As we got bigger, the manual operations we were using became more cumbersome and painful. We needed something that could improve efficiencies."

CHRIS YADON

VP of Operations
Netsteps LLC

SOMETHING FOR EVERYONE

As Chris commenced his search, he wanted a single piece of software Netsteps could use across their entire organization. After evaluating four other solutions, Chris came upon AtTask Enterprise Work Cloud and recognized immediately a solution their whole company could use to efficiently tackle their work.

AtTask featured open APIs that would make it easier to customize the solution to the diverse needs of the company's teams. The collection and extraction of data in AtTask would make it easy for Chris and other managers to improve their reporting.

Convinced that AtTask was the best solution for the Netsteps team, Chris purchased licenses for the entire company in September 2011.

"The breadth of the functionality in AtTask really sold us. We wanted a single piece of software that we could use across the whole organization, and AtTask did that better than any of the other tools we looked at."

CHRIS YADON

VP of Operations
Netsteps LLC

ONE SOURCE OF DATA

After having an AtTask implementation consultant on-site in September 2011, the whole Netsteps team began using the solution, from Finance and Business Analysis to Software Development and Help Desk. Soon, with the solution integrated into their project management, development, and accounting, AtTask became their primary source for data.

As team members began using the solution's time-tracking features, Chris could suddenly use that real-time data to be more proactive in managing his team. He could forecast risk and resource needs on upcoming work and use historical averages from that data to generate realistic estimates for customer projects. Throughout the course of a project, Chris could compare projections to actuals to determine if the project would experience budget overages or underages. Visibility into his team members' workloads made it easy to spot upcoming resource deficiencies before they became a problem.

Communication with customers improved further as AtTask licenses were given to customers along with dashboards where they could see how their projects were progressing, how much had been spent, and how much remained in real time. This shared visibility allowed Chris and his team to work proactively with customers to prevent issues and ensure their satisfaction. Finally, AtTask was integrated directly into their billing systems, so the numbers were always in sync with what customers were seeing on their dashboards.

With more data to improve their processes and less time spent on gathering and organizing project data, Chris' team got back 50 percent of their time to improve their projects and focus on customer needs.

"AtTask is the master and source of our data. It improves our ability to communicate accurately with our customers. When problems arise on a project, AtTask helps us deal with them earlier, which goes a long way toward creating customer satisfaction."

CHRIS YADON

VP of Operations
Netsteps LLC


AtTask Enterprise Work Management

AtTask is the leader in Enterprise Work Management Software and helps global enterprises recognize, understand, and solve work chaos caused by insufficient visibility. Using a combination of technology and expertise acquired from observing the customers we've served, AtTask provides a single system of truth that eliminates work chaos, provides global visibility, and increases productivity.

To learn more about AtTask Enterprise Work Cloud and how it increases enterprise visibility, please contact us at the following:

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