

Enterprise Solutions for the Accounting Sector

The business processes within accounting firms that provide advisory, tax, audit, assurance, and consulting services are supported by Deltek's solutions.



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Enterprise Solutions for the Accounting Sector

Know more.
Do more.

Business pains

Know more.
Do more.
Control more.

For decades, we have provided business solutions that deliver the insight, clarity and control, which firms in the accounting sector need to drive their business forward.

This collaboration has given us in-depth knowledge of the accounting space and enables us to provide expert advice on how to manage and improve your business processes.

Do you have a complete overview of **last year's engagements** and each client you worked for?

Do you have the right tools for **planning this year's work** and scheduling your resources?

Are your account management processes for **client retention** and **client acquisition** fully supported by your business solution?

Are your efforts to **manage engagements including work in progress** supported by your business solution?

Are you able to **monitor efficiency** in terms of time and cost; based on actual numbers?

Do you have a way of ensuring that **daily management and decision-making are based on facts**?

Client gains

“Deltek has a keen understanding of the audit profession and this expertise is fully integrated in the ERP solution we have selected. For us it makes perfect sense to invest in an ERP system specifically designed for our type of business.”

Mary Joyce Leung, Director, BDO Limited,
Certified Public Accountants, Hong Kong

“With the Deltek Maconomy product we have a business solution that will allow us to easily share projects across continents and offices. Not only will time and expense entries be easy to input on a global level but also billing, accounting and consolidation of financials are fully supported by our new Deltek Maconomy system.”

David Gross, Chief Financial & Administrative
Officer of RGL Forensics

“Deltek’s ERP solution Maconomy supports our processes and this helps us reach our business goals.”

Marianne Blixt, CFO, Grant Thornton Sweden

“Deltek Maconomy integrates key elements of the audit profession such as job management and CRM with back-office processes such as General Ledger, Accounts Payable/ Receivable and reporting. This information is made available to each person according to their specific role within the organization – all in real-time. This workflow-driven technology over an ERP-type platform makes Deltek Maconomy extremely attractive.”

Michael Riley, COO of BDO Spencer Steward
Cape Town

> Learn more.
deltek.com

Industry focus creates results



“We were impressed with Deltek’s knowledge of our business processes, and their client list that includes PriceWaterhouse-Coopers, Deloitte, KPMG and Grant Thornton speaks for itself.”

Paul Brunner,
CEO of RGL Forensics

Global audit firms with shared characteristics

Through recent years Deltek has proven its worth to a number of audit firms worldwide. In 2009, Deltek asserted itself in this client segment. Several large audit deals were made in relatively untrodden geographies, confirming that Deltek’s solutions for audit firms can create value for these firms anywhere in the world. The audit industry is particularly strict in its demands for quality in all finance processes. Therefore Deltek’s growth in this industry serves as a clear endorsement of its finance system.

In 2009 the global audit network BDO expanded their cooperation with Deltek through a new deal from their South African subsidiary (680 users) followed by the Hong Kong office (550 users). Meanwhile, Deltek built on its momentum in the US by signing deals with two audit firms primarily engaged in fighting economic crime, i.e. RGL Forensics with 200 users and HSNO with 110 users.

RGL Forensics

RGL Forensics specializes in forensic accounting, tracking and uncovering economic crimes. These types of accountants are often referred to as the detectives of the financial world. They are specially trained in following the money trail left by economic transactions and reporting from authorities. RGL is represented on four continents with 23 offices, most of which are located in the US.

RGL had disparate systems all over the world and wanted to fulfill its vision of becoming a close-knit company with a shared vision and platform to support their future growth. Furthermore, they wanted fast and complete invoicing capabilities in order to increase their earnings base. This demand was met by Deltek Maconomy.

Understanding your business processes

Any accounting firm knows how crucial it is to base its operations on streamlined processes. This includes engagement planning, daily operations and business reporting.

Working closely together with some of the world's largest accounting firms for decades has enabled us to incorporate the best practices of these firms in our business solutions.

Getting a full overview of last year's engagements and breaking it down by relevant categories can be a daunting and time-consuming task. Unless you have a solution that brings you this information with a few mouse clicks. You will also be able to plan your work for the next month, quarter or year with automatic integration to the rest of your workflow.

Accounting firms need the right tools to streamline their account management for improved client retention and acquisition. Additionally, back-office and front-office are seamlessly integrated to eliminate unnecessary double entries in different departments. You also need to be able to monitor the efficiency of your employees in terms of time and cost based on actual numbers. Finally, the advanced business reporting solution enables you to base your day-to-day management and decision-making on facts.

Our solutions are fully integrated and designed for successful accounting firms looking to take their business to the next level.

Know more.
Do more.
Achieve more.



Your business processes

“Deltek’s ERP solution Maconomy is very valuable to Grant Thornton Sweden and it speaks volumes about Deltek that after ten years of cooperation and comprehensive changes in our organization, we still think they have the best solution for us.”

Marianne Blixt,
CFO, Grant Thornton
Sweden

Evaluate last year’s engagements

The easiest way to plan the engagements for this year is by looking back. You want to review previous year’s client delivery, internal productivity and key result areas.

You need to:

- Easily identify inefficiencies, e.g. quotation overruns and/or client overservicing
- Forecast resource requirements based on last year’s schedules and plans
- Review overall engagement profitability and resulting client profitability
- Manage the full scope of the client engagement, by partner, service line and other key areas
- Spot opportunities for cross-selling and new client areas

Plan this year’s services

In the beginning of the year, you are making plans for the entire year for a particular client (or client group) and all required services. To succeed you need to plan for an entire client account in relation to effort required from each service line.

This will enable you to:

- Get an overview of the entire client plan, including budgeting profitability by engagement type
- Make a delivery schedule including resource requirement by client and engagement
- Assess staffing requirements and identify problem areas
- Forecast profitability by Client, Service line and/or Partner
- Plan resources based on experience, skill level and other factors



Client acquisition and client retention

You need to develop new business, current business and acquire new engagements with existing clients based on an exact overview of your clients and each part of the service delivery by the service lines of the firm.

This means that you can:

- Spot successful plans, mitigate capacity planning problems and spot underservicing or overservicing
- Have a single overview of new business, current business and opportunities
- Direct access to overview of service portfolios with the ability to access client group profitability, service history and upcoming engagements
- Plan potential new engagements according to available capacity and potential gross margins
- Information is linked throughout the process of marketing > presales > client acquisition

Service delivery

Once the engagements are planned, you can turn your focus to managing work in progress and exposure (WIP & Debtors). Partner and/or Audit Manager is in constant control of the work-in-progress (time and costs) on a particular client and the current outstanding with that client when using Maconomy. This way you can consistently review service delivery against the original plans and estimates to minimize unbilled time and costs and maximize potential billings and cash collections.

You have:

- Service delivery on client engagements and revenue recognition in a single flow
- Ensure that Managers and Partners can review work done before it is committed to the accounts
- Measure profitability and productivity from the time sheet to the trial balance
- Facilitate interservice line and intercompany charging and cost recoveries

“Now we can see where we make money. When expanding our service portfolio, it is especially important that we are able to analyze engagement and client profitability.”

Marianne Blixt, CFO, Grant Thornton Sweden



“Deltek Maconomy’s functionality and user-friendliness were unparalleled and Deltek Maconomy standard software clearly offered the best fit to KPMG’s requirements in terms of giving our company full control of our business activities.”

Heinz Helfenstein,
Vice Director of Finance
and Accounting
KPMG Switzerland.

Monitor progress and efficiency

It is important to monitor the deliverables to the client based on the original plan for the year. Your managers need the ability to spot underlying problems, forecast future needs and report on areas that could be more efficient, providing a great platform for business improvements.

Examples of key monitors that enable you to monitor progress and efficiency:

- Resource overview (usually by client and/or engagement)
- Internal follow-up
- Service line overview
- Budget versus Actual (usually by client)
- Client follow-up
- Partner business overview
- WIP, Cost, Exposure, Billings, A/R in a single overview

Reporting

Reporting needs vary significantly by role. Also, the strong historical focus on reporting by Partner and Office is now shifting towards more multidimensional reporting (service area/ business area, industry etc.). Each role needs access to different perspectives based on a fully integrated system. You can either have the required information in a single dashboard and/or be able to link easily to performance and efficiency monitors. Knowledge retention and innovation based on factbased business management allows for better internal management and ultimately better service delivery to the client.

To streamline your reporting processes you need:

- Standard reports that fit your industry by role
- Dashboard overviews, role-based information presentation
- Advanced dashboards
- Export to Excel
- E-mailing reports
- Direct interface with MS SharePoint





Our business process support

“Deltek’s ERP solution allows us to share competencies and facilitate international cooperation. We believe that by selecting and recommending Deltek, we have laid a foundation for further growth and collaboration.”

Christophe Merckens, CIO,
Devoteam Consulting

Evaluate last year’s engagements

Deltek Maconomy gives you a full overview of the client, engagements from previous years and organizational performance.

Business process support:

- Overview of engagement profitability
- Overview of client profitability
- Forecast capacity needs
- Highlight overservicing
- Highlight potential areas for cross-selling

Plan this year’s services

Deltek Maconomy supports you in making a total estimate for the client for the year, with specific details on Partner, Service line, Engagement type, Employee, etc. In our solution you can plan an entire client account in relation to the effort required from each service line and key individual.

Business Process Support:

- Create engagements based on organizational templates
- Create advanced estimates based on the agreement with the client
- Plan your staff based on skill level, experience, location, language, availability, etc.
- Make important decisions based on forecasted margins, resource utilizations and other key performance indicators

Client acquisition and client retention

Deltek Maconomy provides full support of prospecting to client acquisition and retention processes.. The estimation, job costing and CRM components are directly integrated, enabling planning and financial visibility throughout the process.

Business Process Support

- Overview of client structures and engagements
- Track client services, issues and sales opportunities
- Convert opportunity-based estimation directly to active engagements
- Manage an overview of the client financially, e.g. A/R Aging Invoice History
- Reporting & Dashboards
- Manage courses and client knowledge in particular fields

Service delivery

Deltak Maconomy is an integrated ERP business solution that incorporates client, people, engagement and knowledge management. The direct link to finance allows accounting firms to measure profitability and productivity from time sheets to trial balances.

Business process support:

- Simple time entry
- Cost entry, e.g. travel and mileage
- Service line and intercompany costing
- Work in progress management
- Flexible billing functionality
- Online control of write-ups and write-downs
- Advanced resource planning
- Employee competence development and performance management
- Push important information to the relevant managers
- Manage full client engagements in a single workflow

Monitor progress and efficiency

Deltak Maconomy will allow your firm to integrate all key components of your service delivery into a single interface – managed by a proactive workflow engine. Key stakeholders can have access to all notifications and KPIs in a single dashboard.

Business process support:

- Flexible workflow engine, driven by push technology – be notified when you need information or are required to complete a task
- Advanced estimating tools directly linked to actual business health check
- Resource load and availability overview
- Client and engagement overview
- Financial, client and engagement information in a single data source
- Dashboard capabilities

Reporting

Deltak Maconomy is a fully integrated solution and can give you an overview of the client, engagements from previous years and organizational performance. The solution incorporates standard reports that fit the accounting industry; dashboard overviews, and role-based information presentation.

Examples of business process support:

- Exposure and WIP reporting
- Billing overviews
- Cash collection reports
- Client information and key deliverables
- P&L by partner, service line and other business dimensions
- Productivity of staff, audit managers and service lines
- Business, company and service line overview

“With increased focus on getting hours billed as soon as possible, we were pleased to see that in April, 100% of hours were invoiced in the current month. Not only does this improve our cash flow, it also makes our monthly revenue figures more accurate as they are based on actual billed hours.”

Hans Wolfhagen,
Director of Business Operations,
Technia



Our services

Consulting services

At Deltek, our goal is to deliver the best software solutions designed specifically for Professional Services Firms. Meeting that goal requires more than just delivering unrivalled software to better manage project resources and project results.

After all, great software applied poorly doesn't help you achieve your business goals. Success requires that we also cultivate the right level of expertise to help you apply that software in the most appropriate ways for your industry and company-specific needs.

> deltek.com/services

Customer Care

Effective and reliable customer care can make all the difference in your ability to compete effectively and grow your business.

At Deltek we realize that our success is mutual. Deltek's experienced support personnel, with more than two decades of industry and client-side experience, utilize Deltek's advanced diagnostic tools and proven support procedures to identify and isolate issues quickly, so that your systems are consistently operating at high availability with minimal disruption.

> deltek.com/customer-care

Deltek University

One of the most important indicators of the success of a software implementation is the ability of employees to readily adapt to new products and processes.

Education is the foundation for building the necessary knowledge and skills to achieve this goal. Deltek University provides education to maximize your Deltek investment and minimize project risk. We have over two decades of experience of providing consistent, high quality education, with a commitment to make you successful.

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- Implement solutions faster at reduced cost
 - Mitigate project and business risks
 - Decrease support costs with faster acceptance among users
 - Achieve operational excellence and growth
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> deltek.com/university

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Deltek (Nasdaq: PROJ) is the leading global provider of enterprise software and information solutions for professional services firms, government contractors, and government agencies. For decades, we have delivered actionable insight that empowers our customers to unlock their business potential. Over 14,500 organizations and 1.8 million users in approximately 80 countries around the world rely on Deltek to research and identify opportunities, win new business, optimize resources, streamline operations, and deliver more profitable projects.

Deltek – Know more. Do more.®
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