

Case Study

Ridge and Partners LLP

RIDGE

Ridge and Partners LLP is a multi-disciplinary UK-based property and construction consultancy which advises on projects all over the globe. The company was started 60 years ago as a chartered quantity surveyors, and has since grown to incorporate a number of different building services, from architecture to legal support.

Ridge operates from seven UK offices, employing 300 people. As a consultancy, the business operates on a project-by-project basis, working on any number of different clients at one time. It's a way of working that requires meticulous control of the substantial amount of information that is produced.

In addition to the actual work being carried out, each individual job has a number of specific administration requirements. These cover budget forecasting, time and expense management, resource planning and billing, and invoicing. Ridge had initially used a number of separate systems, but for the last 12 years it had been using business management software from Maconomy to run these tasks efficiently, to great effect.

The Maconomy solution had already delivered a number of benefits. Duplication of effort, and the inevitable errors that accompany it, had been minimised and, as consultants only had to enter information into the system once, it gave them more time to focus on the revenue-generating aspects of each job.

However, after continuous growth of 10 to 12 per cent year on year, Ridge made the decision to upgrade to Maconomy X, the most up-to-date version of the product. A key feature of the updated software is that it can be accessed remotely, so staff are able to log time and expenses wherever they are in the world, rather than having to return to the office to do it. For consultants that are on location with their clients, for example architects visiting a construction site where there is little or no access to a PC, this is a significant benefit.

The software is web-based so staff have constant, real-time access to the central database at the company's HQ in Oxford, where they can reference past jobs and obtain any necessary information. This historical data can then be used for job-forecasting on new projects, helping to manage client expectations in the long-term. For companies operating on a global basis, where there are differing time zones and languages, this can be invaluable.

MACONOMY

– people made profitable

The ability to carry out administrative tasks remotely also gives increased levels of ownership to each of Ridge's individual offices. Instead of having to go through the Oxford office, activities such as invoicing and the paying of bills can now be managed locally. This also reduces the need for large numbers of finance staff, and means that Ridge is able to function with a team of just four for the whole company.

Ridge has also made full use of Maconomy X's comprehensive reporting system. Real-time reporting enables them to analyse projects in great detail to see exactly how profitable they have been and where money, time and resources were spent. This provides an excellent platform for each new assignment to be based on.

A cost centre breakdown means project managers can see at a glance where the budget is going. It is possible to look at how each individual is working and which of the hours they have worked are chargeable and which are not. This can also be used to help support those employees who are not performing as they should be, and identify what the reason is, be it time management or the incorrect allocation of resources according to skills.

“

We had been using Maconomy for a number of years, and when the changing nature of our business called for an update in functionality, we opted to upgrade to Maconomy X rather than look around. The software matched our needs perfectly when we first adopted it – and it has continued to do so. The time that we have spent working with the company has developed into a trusted relationship. We are looking forward to the future, where Ridge will maintain its steady growth levels, and Maconomy will continue to match its offering with the changing needs of our industry.

Russell Cannings,
Chief Financial Officer



www.maconomy.co.uk

Copyright and Trademarks: © 2007 Maconomy A/S. All rights reserved.
All product names and company names are trademarks or registered trademarks of the respective companies.