

TPS SOFTWARE INC

**SPECIAL  
POINTS OF  
INTEREST:**

TPS Software started 6 years ago with the mandate to create a new Time & Billing program that will "Redefine the Meaning of Time & Billing".

TPS offers small-to-mid-sized firms the tools necessary to help in the growth and management of their firm.

TPS has an extensive client profile that links directly into Microsoft Outlook 98/2000/XP's "Contact" feature so you do not have to have a separate contact manager.

Anyone with 'permissions' can check their "Microsoft Outlook Calendar" and see if they are free to have an appointment.

You can also enter appointments directly from the 'time entry screen' as you record the time you are talking to the client on the phone.

# TPS Time & Billing A Client Success Study

## Kalsbeek & Company, CGAs

### Background

Mantler Kalsbeek Inc. CGAs has built a reputation for quality work and integrity. They are located in Prince George, in northern British Columbia, Canada.

The firm believes that business goes where it is invited and stays where it is well cared for. Tim and Gloria Kalsbeek are proud of their skilled and dedicated professional staff of 8 who provide a high level of client service.

The firm provides a full range of professional services including audit, review and compilation engagements. In addition, they provide tax, financial and business planning for their owner manager and personal clients.

### The Search

In the fall of 2002 the Kalsbeeks started their search for a new time and billing solution. In the previous 5 years they had used 3 other programs. They were contacted by a TPS representative and offered a free demo.

At the time the firm was experiencing a major glitch in their time and billing program and they had been waiting for 8 months for a patch.

In addition, they were looking for the enhanced functionality which TPS provides, such as flexibility, ease of use, and the option to produce summary or detailed reports.

### The Decision

After comparing TPS's features against the program they were using, the decision was made to move to TPS in December, 2002.



### Implementation

The implementation was a challenge because of the difficulty of converting the data from Mantler Kalsbeek's former time and billing program. Because of the state of the old data it was only possible to convert the firm's client names and most of the existing WIP. This problem forced the firm to have to correct

the posting of the pre-TPS WIP and their December time and billing data a month later.

### TPS Service

What saved the day for Mantler Kalsbeek was the effort that the TPS staff put into solving the conversion problems. They were available on weekends and during the Christmas break to get it right.

### In Retrospect

3 years later what have the results been for Mantler Kalsbeek Inc.? According to Gloria Kalsbeek "we now have a very good time and billing program with almost no downtime. We get superior analytical reports, spend less time on training new staff and our month end closing is quick and smooth.

We're now big TPS fans and have referred other firms to TPS Software.

