

Success Story

# Northeast Technical Services implements Project Intelligence to analyze + improve



“We used to perform numerous calculations outside of Sage Intacct using Excel, resulting in delays in obtaining information. The data wasn’t current due to manual steps, leading to challenges when different team members calculated it differently. Sage Intacct Project Intelligence has streamlined the process, providing us with real-time accurate information. This saves us time and enhances communication with our staff, enabling more effective collaboration moving forward.”

**Mike Stone**

Owner, Northeast Technical Services, Inc. (NTS).

**Company**  
Northeast Technical Services, Inc.

**Location**  
Minnesota, United States

**Industry**  
Engineering

**Sage Products**  
Sage Intacct

**Sage Partner**  
Baker Tilly



**About Northeast Technical Services, Inc.**  
NTS Environmental Science and Engineering is a leading provider of comprehensive environmental services, offering consulting, engineering, engineering support, and data management solutions to a diverse clientele in northern Minnesota’s Iron Range region.





### **The business challenge**

NTS struggled with a lack of accurate and customizable metrics for managing employee utilization and project profitability. NTS's metrics were being tracked and calculated in Excel. Because these metrics were kept in multiple Excel files with manual calculations, the company had no single source of truth, and employees would sometimes be working with different sets of numbers. This made it difficult to have effective conversations about performance and goal setting.

NTS was looking for a solution to help factor in certain utilization variables, such as expected employee hours per day and different utilization targets by employee. It wanted to reduce the time spent on work in Excel and avoid more questions about accurate metrics. Staff saw employee utilization against a utilization target that wasn't always accurate due to the siloed and disparate data. This made it challenging to discuss performance with staff and led to a lot of time validating the numbers—if someone was trying to hit a target, it created a less than ideal situation when the data was called into question. Overall, too much time was spent compiling metrics, doing calculations, and trying to discover why employees were seeing different numbers in different places instead of spending that time making decisions based on accurate data.

### **Solution and results**

With help from the Baker Tilly team, NTS implemented Sage Intacct Project Intelligence. With this powerful tool, the team access provides the reports they need out of the box, and they no longer need to use the error-prone, out-of-date processes tied to Excel spreadsheets. There's no longer time wasted figuring out who has the right numbers on which spreadsheet. NTS has real-time, accurate information and everyone is working with the same data. Not only are all processes taking place within Sage Intacct sparing them the headache of jumping to different applications, NTS estimates Sage Intacct Project Intelligence is saving them 1-2 days of preparation time each month.

Meetings at NTS are now about finding solutions instead of getting bogged down in data accuracy and calculations. In fact, the enhanced dashboards have become integral to NTS's monthly meetings with project managers and staff. By integrating Sage Intacct Project Intelligence, there is better understanding across the team, as there's no longer any guesswork about the accuracy of the data they're using to set the next goal. NTS leadership can now be transparent and ensure everyone is on the same page. They can define deliberate goals and clear business objectives and use the comprehensive dashboards to help communicate them to the staff.



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