

Customer Case Study

NTNU Social Research AS

How to keep track of funds – in real-time

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Financial Manager,
NTNU Social Research



As a large research institute, NTNU Social Research AS is acutely aware that funding for research projects must be used optimally and meticulously accounted for. That’s why they selected Deltek’s enterprise solution.

Research institute with growing pains

Since its inception in 2004, the Norwegian research institute NTNU Social Research AS has experienced rapid growth across the board. Through 2009 the budget has expanded substantially year-on-year and the employee base has eclipsed 150 people across eight business units.

Hence, NTNU Social Research realized that the organization needed an end-to-end business solution to handle the distinct business processes of an expanding research institute.

NTNU Social Research had already used a Deltek Maconomy back-office solution for accounting purposes and decided to look at Maconomy’s front-office solution for project management as well as solutions from various other ERP providers.

No real competition

After reviewing a number of systems to integrate time and expense registration, back-office processes and project management across the organization, it didn’t take NTNU Social Research long to make its decision.

“There was no real competition. Our conclusion was that Deltek could deliver exactly what we needed,” says Gro Irene Solberg, Financial Manager at NTNU Social Research.

“The business solution from Deltek would enable us to monitor the progress and costs incurred on our research projects, which were some of our most vital success criteria,” Solberg adds.

Full internal control

Large research organizations often find it difficult to monitor their projects internally. This may lead to budget overruns and have a negative impact on the quality and outcome of the research.

Accordingly, it is essential to keep track of time and expenses on every research project.

“Deltek Maconomy’s project management functionality allows us to monitor and follow up on our research projects in real-time. This means we are in full control of our funding allocations, progress and expenses at all times,” Gro Irene Solberg explains.

“We can run customized reports at any time in the system, and the data flows automatically through the system and is always fully up-to-date”

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Tracking every penny

National authorities have developed more rigid tracking requirements in recent years, putting greater pressure on NTNU Social Research to provide solid documentation for how funds are spent. This was one of the main reasons why NTNU Social Research decided to invest in a Deltek solution.

“It’s quite important that we can report correctly to internal as well as external stakeholders. With Deltek Maconomy, we can run customized reports at any time, because the data flows automatically through the system and is always fully up-to-date,” Solberg continues.

Flawless research projects

Deltek Maconomy enables full integration of the project process. NTNU Social Research uses the Customer Relationship Management module to register their stakeholders. They can even associate one or more funding sources with the same research project.

When a contract is made, a project is set up and a baseline budget is created for the research project. During the project the budget is monitored based on real-time data to avoid overruns.

“Our project managers want to manage an even greater part of their project monitoring and follow-up in the Deltek Maconomy system and we know the system supports this.”

“We plan to allocate more resources for training to make sure we can keep running flawless research projects,” says Solberg.

Everything accounted for

The past few years have taught NTNU Social Research a lot about how to get maximum value out of their Maconomy system. They now scan their invoices to make their invoicing process 100 percent electronic and even more dynamic.

“Deltek Maconomy is an excellent ERP solution and it’s so easy to use. We can follow up on and monitor our projects in real-time and it has a very solid accounting engine as well. The fact that we can now handle invoices electronically is a good example of how we have implemented best practices throughout the organization by using Deltek Maconomy,” Gro Irene Solberg explains.

“I have worked with Deltek Maconomy in other organizations as well and I’ve had the same positive experience in those organizations,” Gro Irene Solberg adds.

Fully scalable solution

NTNU Social Research is very pleased with the fact that their Maconomy system can be scaled seamlessly to fit their future needs.

“We feel confident that our Deltek Maconomy solution can grow with us when the need arises. We may look into resource planning as part of our long-term setup and we know that Deltek has the right tools to support workforce planning.”

“In our dialogue with Deltek, their people have always had a very positive attitude. They are extremely knowledgeable, open-minded and willing to learn about our organization and our processes. I’m sure this attitude is the reason why Deltek is able to develop solutions that fit research organizations perfectly,” Gro Irene Solberg concludes.



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About NTNU Social Research AS

Overview: NTNU Social Research AS performs research and initiates development, mainly within social science. The company is owned by the Norwegian University of Science and Technology, serving a wide range of organizations.

NTNU Social Research was awarded the Norwegian Gazelle Prize in 2008 and 2009 as a sign of recognition for its rapid growth during these years.

Size and Locations: Based in Trondheim, Norway, NTNU Social Research employs more than 150 people across eight business units.

www.ntnusamfunnsforskning.no

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The Deltek Advantage

**The key success factors for NTNU
Social Research AS**

- Make all processes in the organization 100% digital
- Track Work in Progress and expenses on individual projects
- Be able to report accurately to research project funding sponsors upon request

Solutions: Deltek Maconomy and Deltek Maconomy CRM