TANGRAM

What to consider when moving from **Deltek TrafficLIVE** to **Deltek WorkBook**

EBOOK ONE:
MASTER DATA STRUCTURES

Introduction

With many agencies planning to make the move from TrafficLIVE to WorkBook in 2020, it is important to review what to expect from the move.

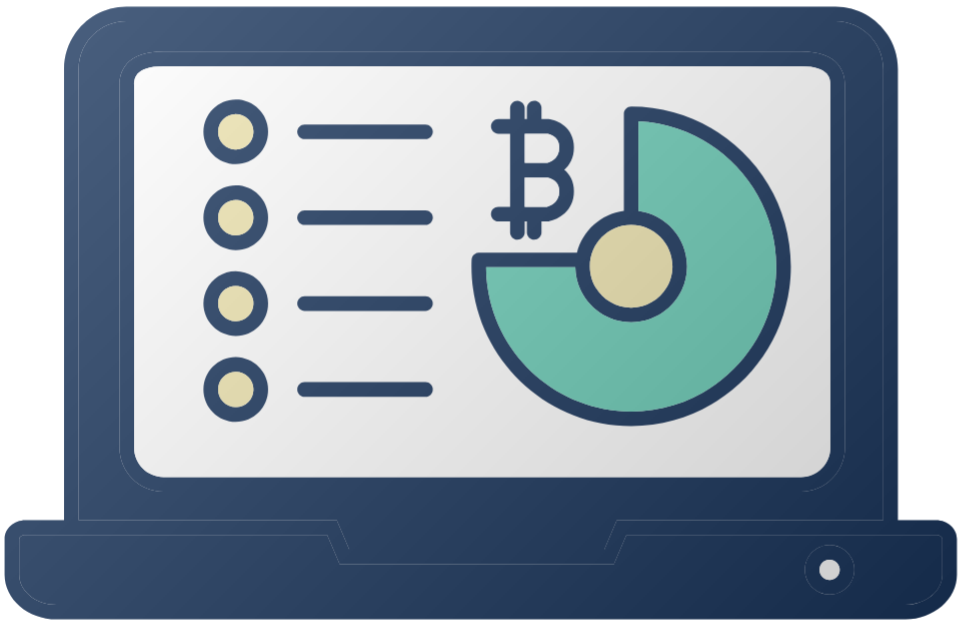
This eBook series gives you a practical and detailed view of the key differences between the two systems. Understanding these differences will ensure that you can plan a successful migration for your business and make the most of what WorkBook has to offer.

This is the first in a three part series on moving from TrafficLIVE to WorkBook:

This first eBook is all about the MASTER DATA. In it, we take a look at some of the main master data structures. We review the differences and offer some key areas to consider when migrating your data.

The second eBook, out on 20th Jan 2020, will review PROJECT WORKFLOWS. In this, we look at some of the key differing workflows across the systems and discuss how you may wish to leverage the new capabilities.

Finally, our third eBook, out on 10th Feb 2020, will talk about the IMPLEMENTATION itself. Depending on your objectives for migrating across, you may wish to consider a higher degree of change management during implementation.



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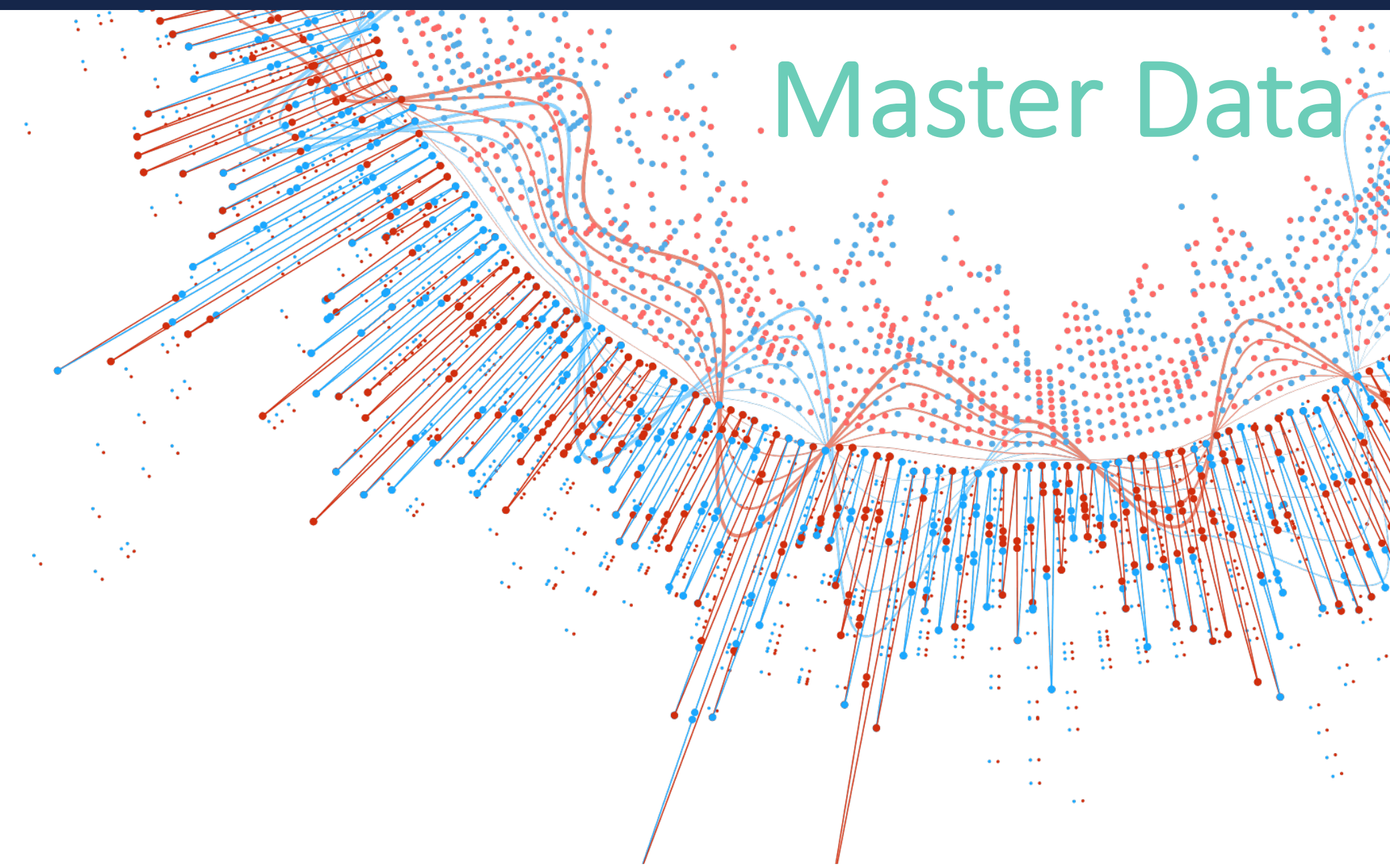

Master Data is the key data that lives across your organisation. Some of these critical structures and hierarchies are formatted very differently across the two platforms.

The areas we will delve into are Companies, Clients, Vendors, Charge Bands and Rate Cards. We will also review the very different reporting attributes across the two platforms.

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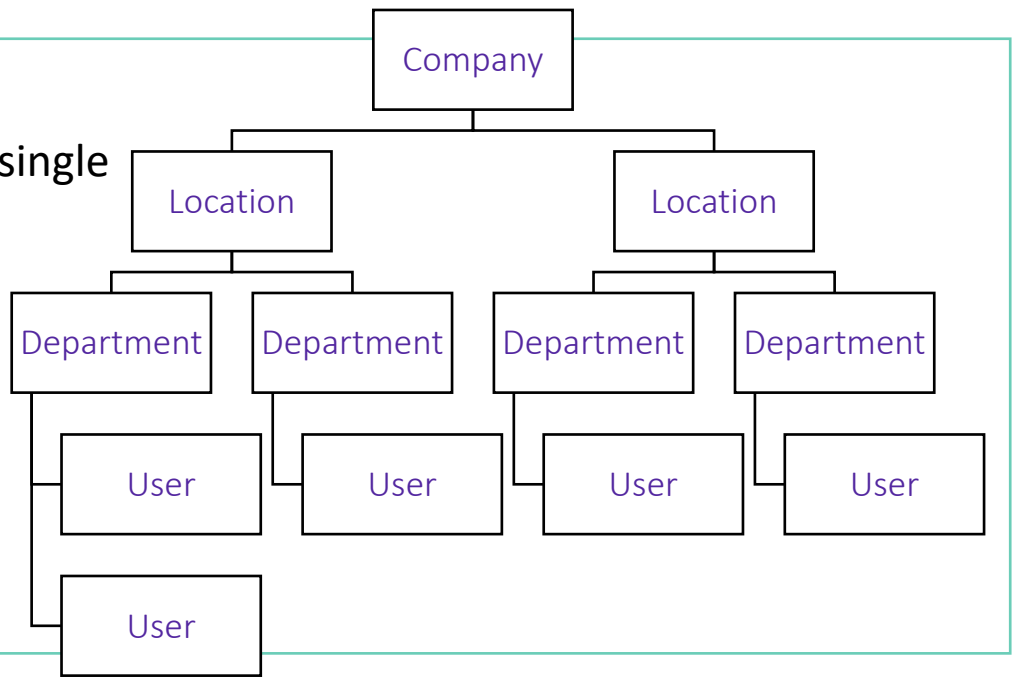
Companies

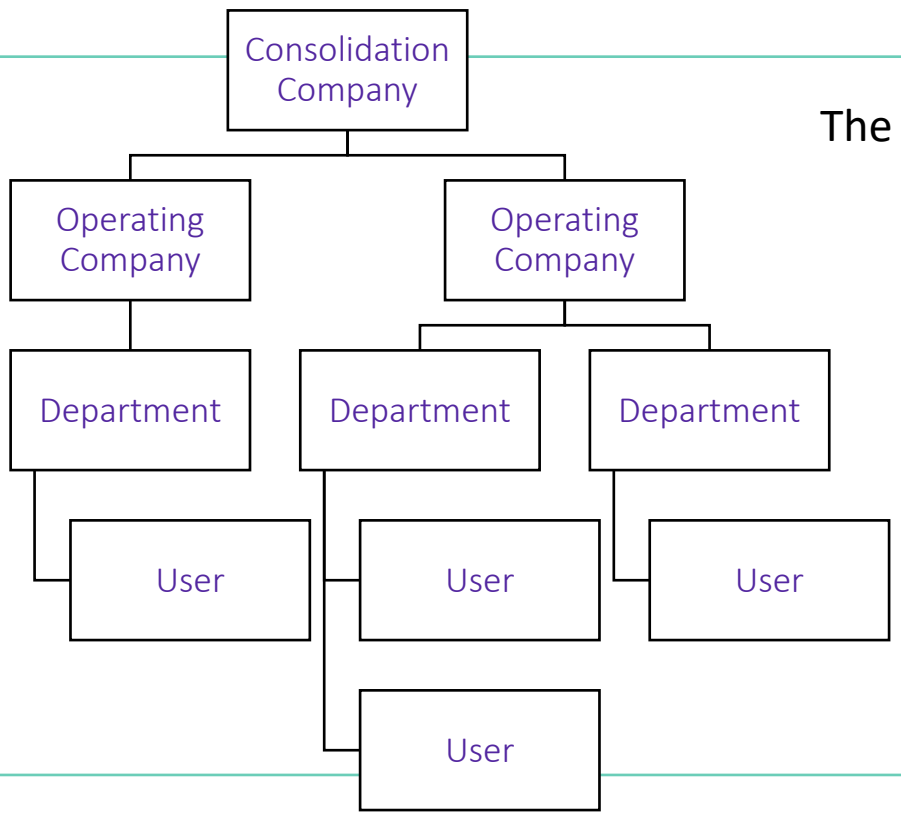
Introduction

At first glance, the structures appear to be similar across the two systems. They have the same number of levels with the main difference being that Deltek WorkBook is a true multi-company database. This means that jobs, employees and financial information can be fully split out across the different entities within an organisation, where required.

The organisational structure within a single **TrafficLIVE** system

*All levels are mandatory





The organisational structure within a single **WorkBook** system

*At least one operating company is mandatory. Consolidation companies are optional and available for reporting.
A single operating company can relate to multiple consolidation companies.

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Companies

For many agencies your structure in TrafficLIVE can be simply moved across in a like-for-like manner.

For agencies wishing to make the most of WorkBook's additional structures, you might take advantage of the multi-company set-up for your additional offices or entities.

If this structure sounds like something that could be useful, here are some Key Facts to consider:

- ✓ WorkBook companies are subject to 'cross-company user permissions', which allow you to share resources and information across your different companies, but still keep data private where required.
- ✓ Optionally, a job can be 'owned' by a department as well as a company. This means that you could also choose to leverage departments for different offices or profit centres.
- ✓ Unlike TrafficLIVE, different companies may have different department structures.

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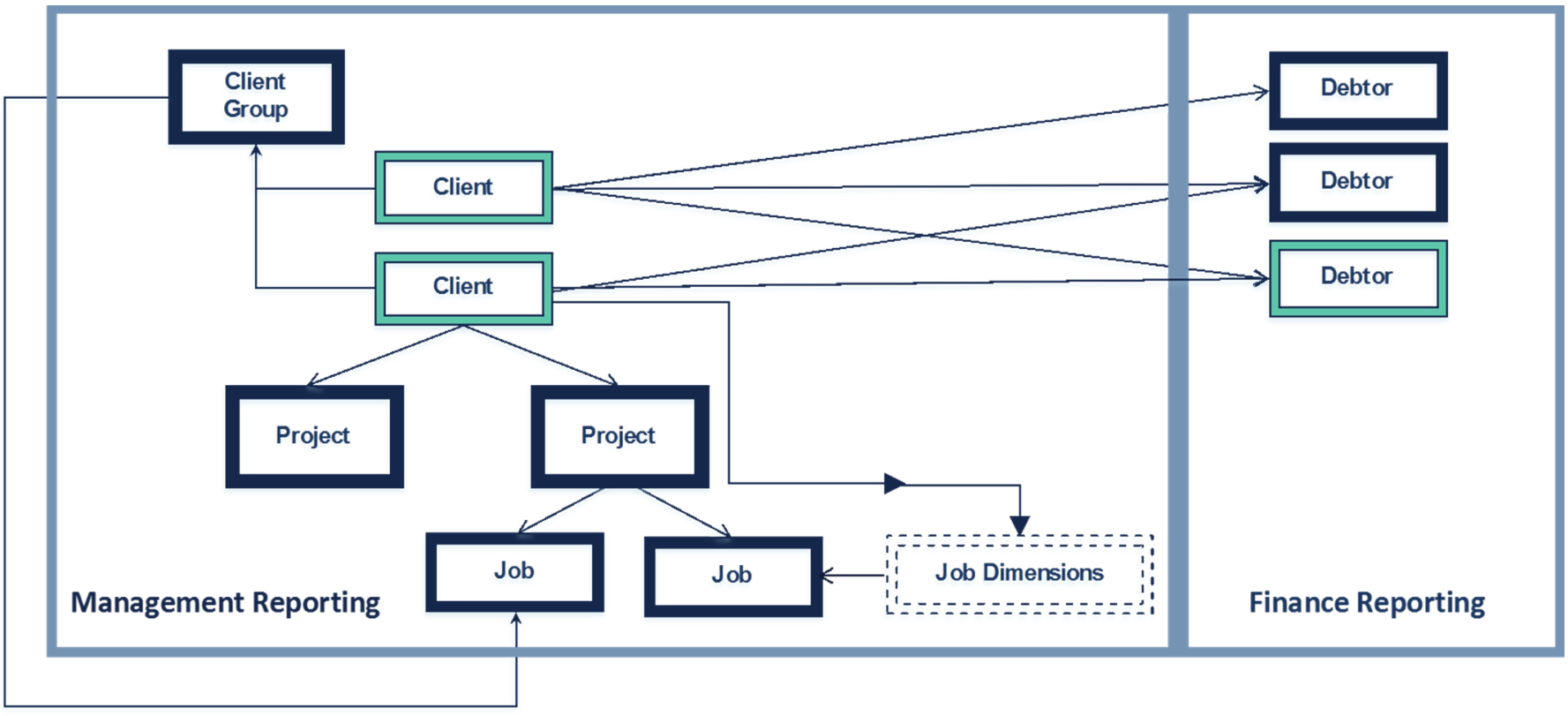
Clients

Client + Job Hierarchy

The first, and biggest, difference here is that in Deltek WorkBook, a 'normal' client would exist as two separate records. This is because **Clients** (the companies you do work for) are separate entities to **Debtors** (the companies that you bill). This will allow for greater flexibility in reporting, job management and billing, so you will want to give this some thought before moving your data across.

The structure in WorkBook consists of an optional client group (parent client) to tie clients together for reporting. The client record itself has jobs opened underneath it. The debtor(s) are linked to the client and used for billing. This means that multiple debtors could be billed from a single job.

The WorkBook structure:



For many TrafficLIVE clients, this will provide useful benefits for managing the client structure in the way that works best for agency reporting, without concern for billing restrictions.

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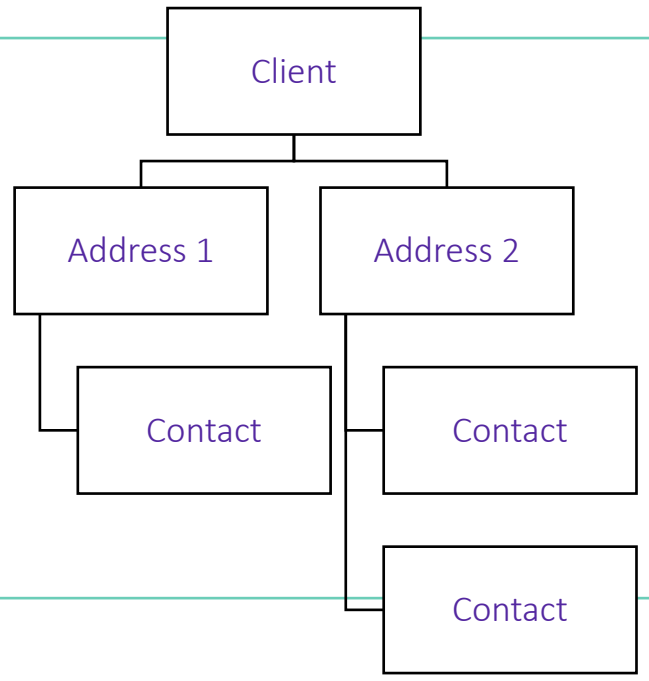
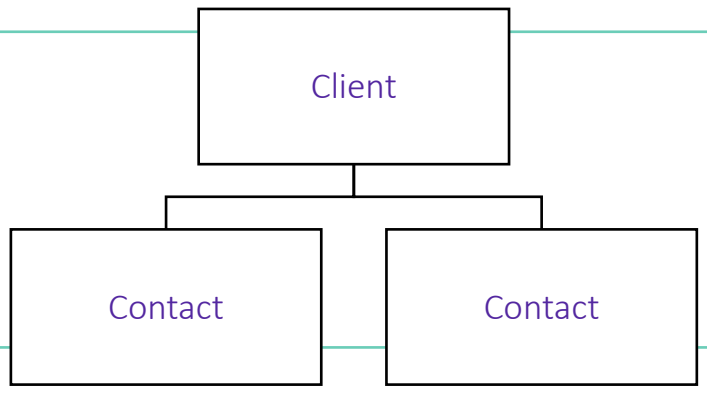
Clients

Client Record

The client in WorkBook consists of only the client and contacts, whereas the TrafficLIVE client can hold multiple addresses. Contacts in WorkBook can hold unique addresses, if required.

The client structure within **TrafficLIVE**
*All levels are mandatory





The client structure within a single **WorkBook** system

*Contacts are not mandatory in WorkBook

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Clients

Here are some Key Facts to consider:

- ✓ WorkBook also has tags and other attributes that can be attached to client and contact records for CRM purposes. Lists, however, are generated very differently in WorkBook – take a look at our WorkBook CRM content on our YouTube channel for more information.

- ✓ Billing addresses typically come from the debtor record, not the client.

- ✓ Like TrafficLIVE, clients in WorkBook can also be categorised as prospects or clients. Talk to your consulting partner about this – as there are some key considerations to discuss in the behaviour of prospects in WorkBook.

- ✓ Sales Tax (VAT/GST) codes are stored on the Debtor and not the Client. They cannot be defined at invoice level, so getting your sales tax rules set up correctly is important.

- ✓ The **type** of client is important for many reports, including utilisation. As such you will probably want a minimum of an internal client, a new business client, a holiday client and an 'other absence' client, on top of your normal external client list.

- ✓ There are many default settings available on a client record in WorkBook. These include access permissions, default job reporting attributes (such as industry or commercial arrangement) and client specific rules, such as whether rates are allowed to be amended on quotes.

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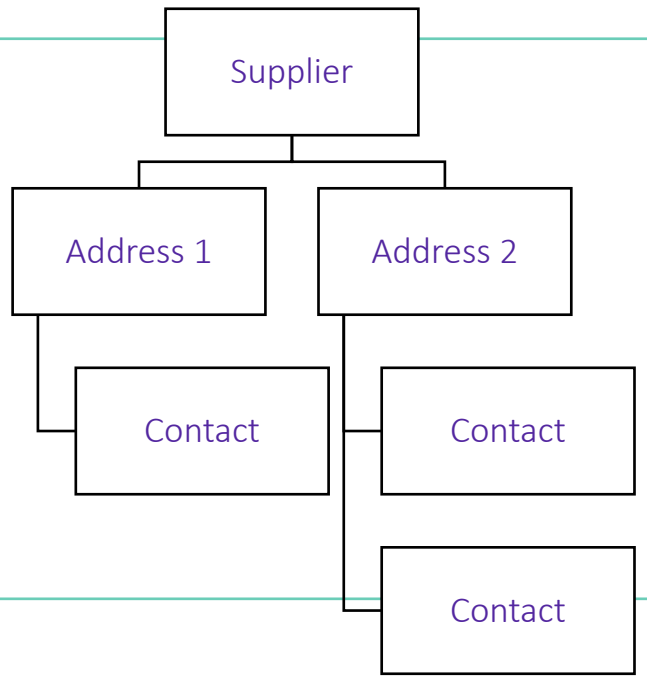
Vendors

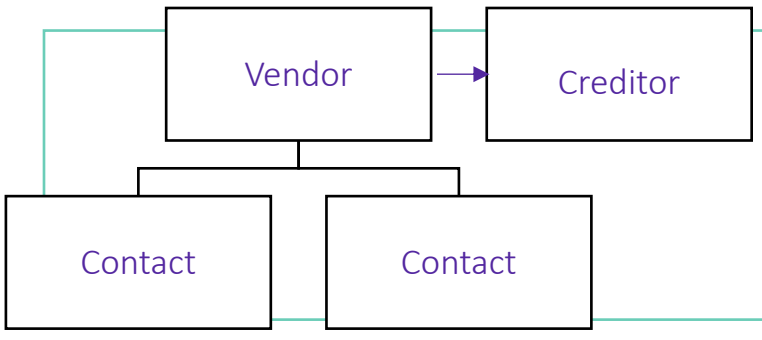
Vendor Record

Like clients, the vendor would also exist as two separate records. The **Vendors** in WorkBook are the job-related suppliers that you would raise POs for. These are linked to **Creditors** (the companies that you register creditor invoices against and then pay).

To state this simply; every record would exist as a Creditor, but only your job-related suppliers would exist as a Vendor.

The vendor structure within **TrafficLIVE**
*All levels are mandatory





The vendor structure within a single **WorkBook** system

*Contacts are not mandatory in WorkBook

Here are some Key Facts to consider:

- ✓ Employees also get linked to creditors in WorkBook for the purpose of reimbursing expenses.
- ✓ Sales Tax (VAT//GST) is stored on the creditor and not the vendor. Tax codes can be overridden on an invoice level.

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Charge Bands & Rate Cards

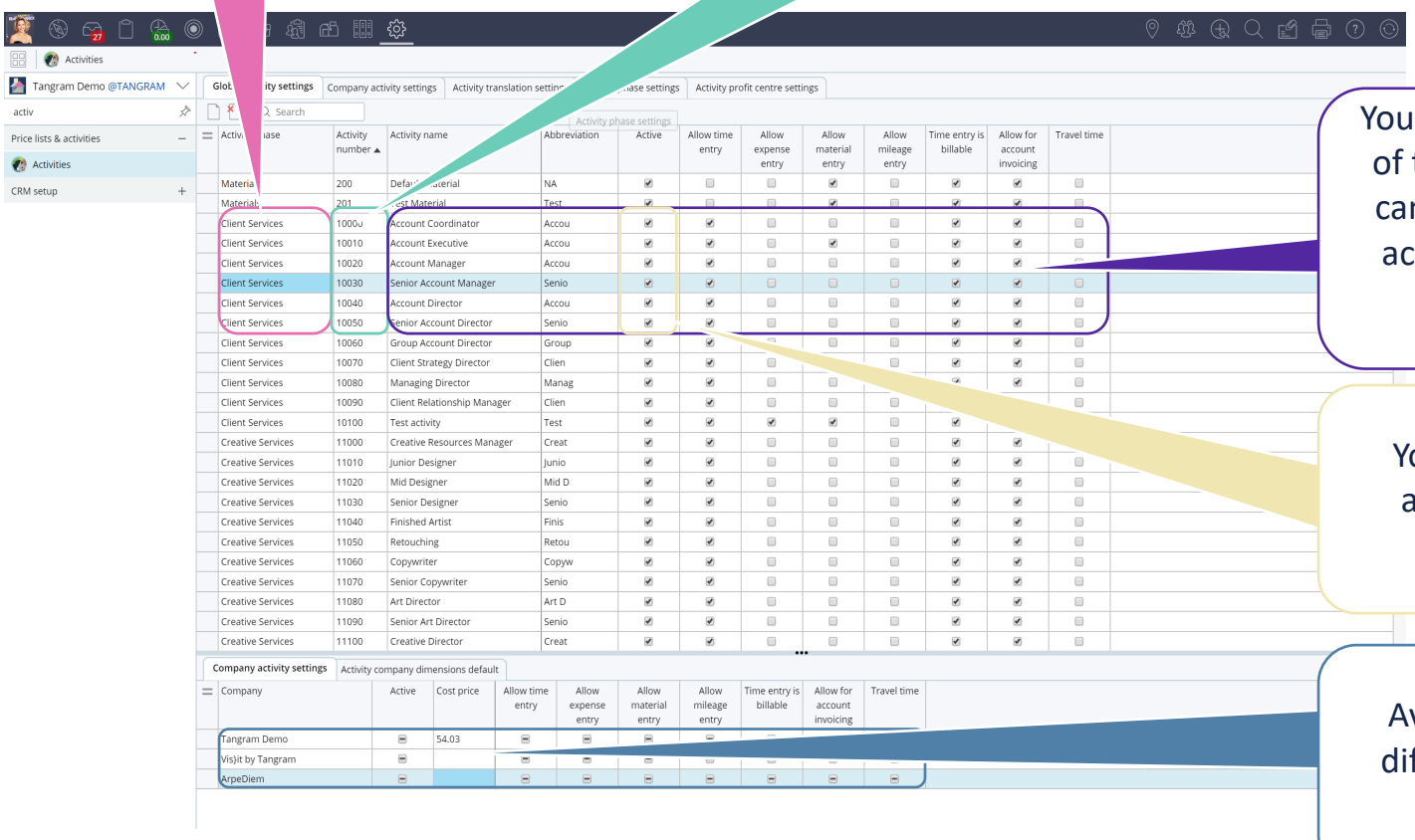
Introduction

In WorkBook, **Activities** are the equivalent to **Charge Bands** and **Price Lists** are the equivalent to **Rate Cards**.

The **WorkBook Activities** structure:

Activity phases are used for reporting and organising your Activities.

Activity numbers are really useful – they control sorting in a lot of areas. Be sure to set your number sequence with consideration.



You can choose what type of transactions activities can be used for. A single activity can be used for different types of transaction.

You can deactivate an activity when it is no longer needed.

Average cost rates can differ by both company and department.

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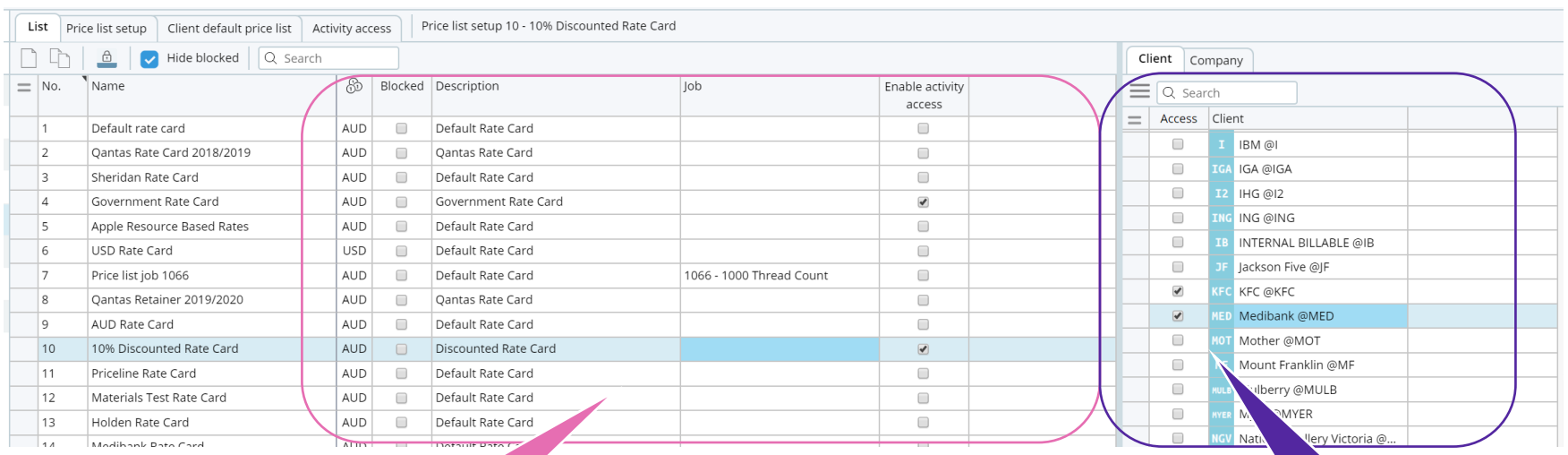
Charge Bands & Rate Cards

The **WorkBook Price Lists** structure:

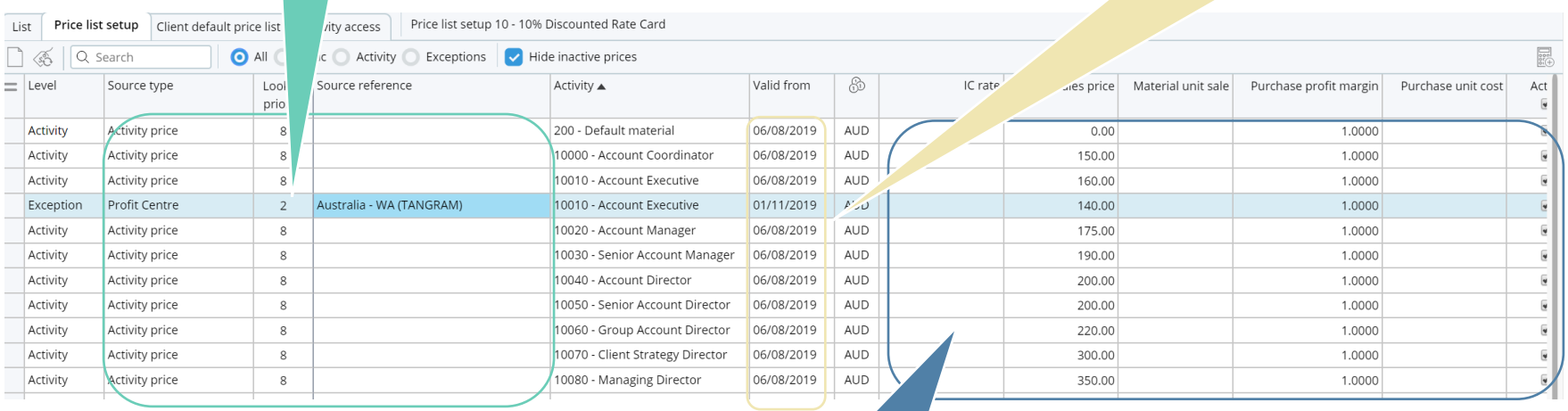


Price List settings allow you to manage currency, deactivation, job specific price lists and whether only certain activities should be allowed.

Each price list will be assigned to the relevant company(ies) and client(s).

Sources and priorities help WorkBook select the correct rate to use. In this example we have a different standard rate for an Account Exec in Western Australia

Valid from dates allow you to manage rate revisions within a single price list. Useful for agencies that bill time and materials.



Because an activity can be used for time, materials and external costs (expenses or creditor invoices), the price list can hold both rates. The IC rate allows multi-company agencies to set automatic billing rates on price lists for certain activities.

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Charge Bands & Rate Cards

Here are some Key Facts to consider:

- ✓ Average cost rates are held on activities for the purpose of estimating net margin.
- ✓ In WorkBook, employees must have a default activity. This is similar to a Personal Rate Charge Band. The likelihood is that you will use this more often in WorkBook than you did in TrafficLIVE, since it is mandatory to assign. Additionally, time sheets in WorkBook do not have to be linked to an estimate line; they can be linked to a job or timeline task. In this instance, the employee's default activity is chosen.
- ✓ Like TrafficLIVE, a charge band/activity can be blocked from being selected on certain rate cards/price lists. In WorkBook though, you can still apply a rate, in case you want to still be able to track time to the activity even though it cannot be used for billing/quoting.
- ✓ A Price List can be defaulted against a client. In WorkBook, you must also assign price lists to clients; this means that only allowed price lists can be selected when opening a job underneath a specific client.
- ✓ In WorkBook, a single activity can be used for both time **and** 3rd party cost attribution.
- ✓ If an activity has not been added to a price list in WorkBook, the fall back rate applied would be a single "basic price" rather than falling back to a default set of rates.
- ✓ Like many types of record in WorkBook, price lists can be blocked once retired.

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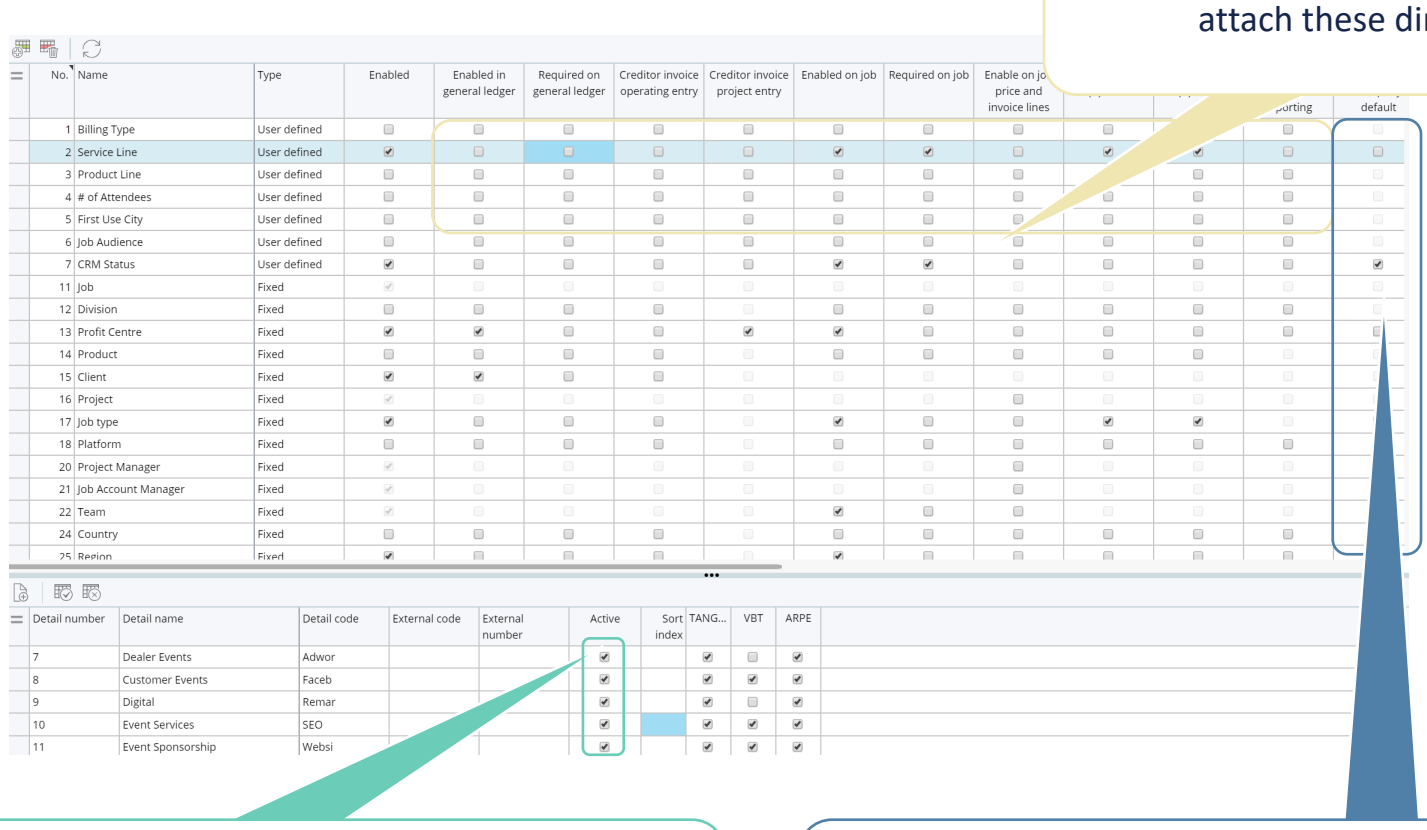
Reporting Structures

List Management and Dimensions

Dimensions in WorkBook are the equivalent of List Management values in TrafficLIVE. Essentially, they are for reporting against.
In WorkBook, Dimensions have many settings that you can choose to leverage. You can also activate additional custom Dimensions, if needed for your reporting requirements.

Highlights of the **WorkBook Dimensions** structure:



Here are some Key Facts to consider:

- ✓ Dimensions can be reported all the way through to the P&L. This makes them a powerful tool.
- ✓ Some dimensions can have workflows attached; such as approval workflows, defaulting job templates or revenue recognition rules.

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Getting The Right Help

Tangram are an implementation partner with over 10 years' experience delivering TrafficLIVE and over 5 years' experience implementing WorkBook.

Tangram have implemented WorkBook and TrafficLIVE across 5 continents into some of the largest agency groups in the world through to small boutique agencies.

To find out more about how we could help your company with a smooth transition that improves your agency results email info@tangramconsulting.com.au

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