Datasheet

BigHand Team Tracker

Get unique insight into time spent on all tasks to better understand workload and resource utilisation, with BigHand Team Tracker.

Overview

For a deeper understanding of the available resources in your organisation, and how well they're being used, BigHand Team Tracker gives you a unique overview of what's happening across multiple offices and departments.

This transparency makes it simpler to allocate and re-allocate work based on capacity and manage teams more effectively.

To view your data clearly, BigHand Team Tracker works seamlessly to automatically retrieve data on all BigHand tasks and display it in an easy to read timesheet.

This can be information relating to the duration of the task, the client (if applicable), or whether the task is or isn't billable.

Once in Team Tracker, details associated with each task can be edited easily, helping you to more accurately account for your staff's time.

Report accurately on your team's activity

It's easy to ensure your team's time sheets are accurate, as each staff member will keep their own time record, and team leaders can be given rights to modify their teams' sheets if necessary.

Fill in time gaps

Any time spent on tasks outside the BigHand system can be seamlessly integrated into Team Tracker at any time, so your senior management team can have a true record of your team's activity every day.

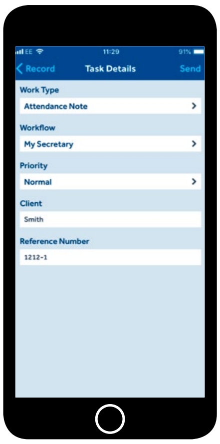
Easy-to-read timesheet format

Your team's utilisation data is presented in easy-to-read timesheet format, where management can see a day-by-day overview by team or by specific team member. You can hone in on the elements that are most relevant to you, including a detailed breakdown of what tasks were completed by whom on any given day.

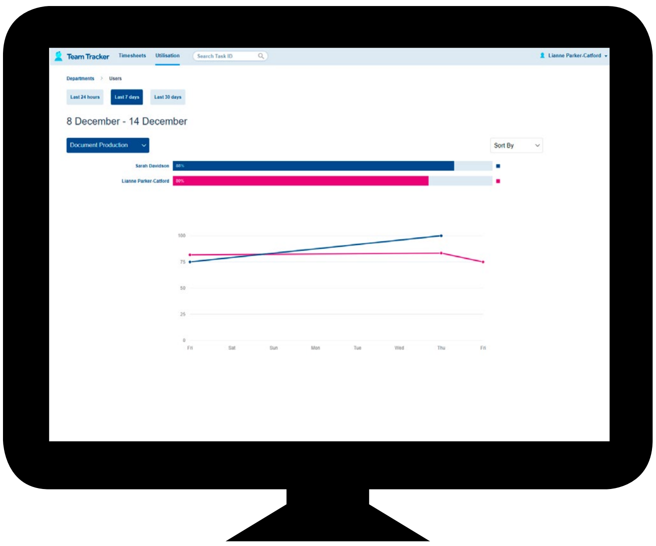
Access insight on the go

To keep you in the know, anywhere, anytime, access to your business's Team Tracker data is always available on your desktop, tablet or smartphone.

With Team Tracker, keep track of your team's workloads in real-time



View work completed by each department



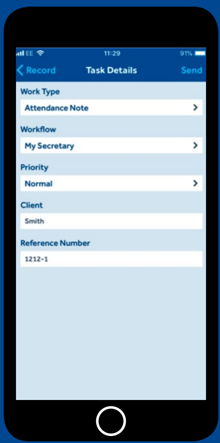
BigHand

Key features

- View a complete timesheet for your support team
- Ensure records are highly accurate, with the ability to tweak specific data where necessary
- Add and track time spent on ad-hoc tasks
- Easily define tasks as billable or non-billable
- Access your data across all devices with a responsive web interface
- Gain in depth knowledge of your data using a suite of built-in reports
- Governed by robust rules and permissions to ensure everyone has the control they need over their team's data

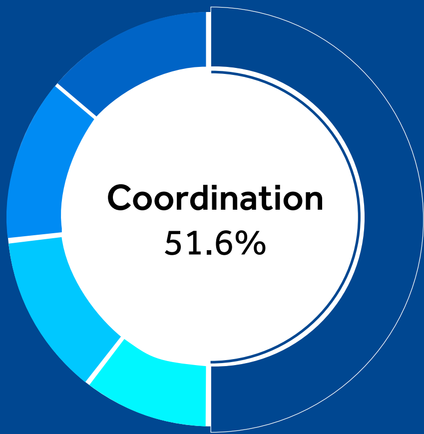
Business benefits

- Gain a greater insight into where your team's time is being spent
- Assess the types of work your team carry out, and who they support
- Understand how 'hidden' costs in your business affect Matter profitability



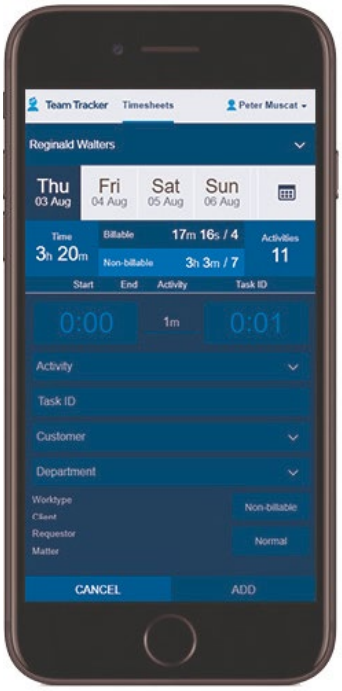
Task Details

A responsive interface built with the latest web technology



Gain insight into how your staff are utilising their time

Access Team Tracker data, on the go



Now, staff are fully accountable for tasks, and BigHand Team Tracker enables us to allocate work appropriately to ensure cases move forward as smoothly as possible, giving our clients a positive experience with speedy levels of service.

BigHand Team Tracker user