

# For a staffing firm, a timesheet is not paperwork — it is the revenue pipeline. A US recruitment agency automated time capture through to invoicing, removing the delays that sat between hours worked and cash collected.

A US recruitment and staffing firm's web-based timesheet and invoicing automation — secure time logging, approval workflow, work calendar, invoicing, and reporting for a mixed workforce of employees, contractors, and part-time and full-time staff.

<p><b>CLIENT</b> A US recruitment and staffing firm (anonymized)</p>	<p><b>ROLE</b> Project Manager — workforce-management application delivery</p>	<p><b>ENGAGEMENT IN NUMBERS</b> 4 worker categories · 5 automated functions — logging, approval, calendar, invoicing, reporting</p>
<p><b>DURATION</b> 6 months · team of six</p>	<p><b>PLATFORM</b> Secure web-based application within the firm's workforce-management system</p>	<p><b>PROGRAM SCALE</b> The billable-hours revenue cycle of a staffing business — time capture to invoice</p>

## 01 The mandate

A staffing agency earns nothing until a timesheet is logged, approved, and invoiced. This firm ran that cycle manually across employees, contractors, and part-time and full-time staff — and every delay in logging or approval was a delay in invoicing, and therefore in cash. The process that looked like administration was actually the company's revenue pipeline running at paper speed.

The engagement delivered a secure, web-based application that automated the cycle end to end: time logging for contractual and temporary staff, an approval workflow, a work calendar, invoice generation, and the reporting management needed for decision-making.

## 02 The delivery context

### Four workforce types, one billing truth

Employees, contractors, part-time and full-time staff all logged time under different arrangements, but the firm needed one consistent, approvable record feeding its invoices. Getting the workflow right for every worker category — not just the easy ones — was the difference between automation and another partial system.

### Revenue processes punish errors twice

A wrong or late timesheet costs a staffing firm twice: once in delayed cash, once in client trust. The approval workflow and reporting existed to catch problems before they reached an invoice — making the automation a control, not just a convenience.

### 03 How the engagement was run

#### Automated the cycle end to end, not in pieces

Managed delivery of the full chain — secure time logging, approval, calendar, invoicing, and report generation — as one integrated application within the firm's workforce-management system, so no manual gap survived between hours worked and invoice issued.

#### Built for the messy worker categories

Designed the workflows around contractual and temporary staff — the categories where time capture and approval actually break down — rather than only the salaried staff whose time is predictable.

#### Reporting for decisions, not just records

Delivered report generation aimed at management decision-making — utilization, approvals, and billing visibility — so the automation paid off in oversight as well as speed.

### 04 Outcome

The firm's time-to-invoice cycle moved from manual collection to an automated, secure web application covering all four worker categories. Digital automation sped up timesheet collection, approval, invoicing, and report generation, and removed the delays in logging information that had been holding back the revenue cycle — improving overall work efficiency for the business. Commercial figures are held confidential; quantified cycle-time and cash-flow metrics were not retained in engagement records and are not claimed.

THE AUTOMATED REVENUE CYCLE	WHAT CHANGED
Time logging — employees, contractors, part-time, full-time	Manual collection → secure online capture
Approval	Chased by email → workflow with status
Invoicing	Assembled by hand → generated from approved time
Reporting	Built ad hoc → generated for management decisions
<b>Delivered</b>	<b>6 months · team of six</b>

#### OUTCOME POSTURE

### Hours worked to invoice issued — one automated, secure cycle for all four worker categories.

Revenue-cycle automation for a business whose product is billable time: the delays between logging, approval, and invoicing removed, and management given the reporting to run the firm on current numbers.

## 05 What this demonstrates

### **Automated a revenue-critical business process.**

Took a staffing firm's billable-hours cycle from manual collection to end-to-end automation — logging, approval, calendar, invoicing, reporting.

**OFFERED TODAY AS: BUSINESS-PROCESS AUTOMATION**

### **Delivered for the hard worker categories.**

Built time capture and approval that worked for contractual and temporary staff, not just predictable salaried time.

**OFFERED TODAY AS: WORKFORCE SYSTEMS DELIVERY**

### **Treated controls as part of automation.**

Approval workflow and reporting designed to catch errors before they reached an invoice — protecting cash and client trust.

**OFFERED TODAY AS: PROCESS & CONTROLS DESIGN**

### **Private-sector commercial delivery.**

Managed a six-person team to deliver a revenue-facing application for a US commercial client in six months.

**OFFERED TODAY AS: DELIVERY LEADERSHIP**

#### **SOURCE ARTIFACTS AND DISCLOSURE**

Anonymized for client confidentiality: the firm and commercial figures are withheld. Quantified cycle-time improvements were not retained in engagement records and are not claimed; the functional scope and outcomes stated are drawn from engagement documentation held by the practice.

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