



An impression of a client's experience with bilabl

part 1



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Welcome to our October newsletter!

This month we are thrilled to have had the opportunity to have a detailed talk with one of the leading voices in the bilabl community, Rizwan Khan, the Managing Director of Acclime Vietnam.

Many will already know Acclime as a leading professional services firm with a presence in 14 countries. In Vietnam the firm has about 150 staff spread over three locations.

With a commitment to excellence and a passion for facilitating foreign investors in Vietnam, the company strives to deliver top-notch solutions that meet the evolving needs of clients. Here at bilabl we are proud to share this journey of growth and execution with Rizwan's talented team.

In Part One of this extended interview, and to set the scene, we began by asking Rizwan what problems he was trying to solve when he began looking for a practice management solution:

"In any professional services firm, managing time and billing is crucial. We decided to look for a PMS due to several challenges that were impacting our efficiency and overall performance. Here are the main problems we aimed to address:

- **Billing and Invoicing Issues:** Our billing process was cumbersome and often resulted in delayed or incorrect invoices, affecting our cash flow.
- **Timesheet Management:** We faced difficulties in maintaining and accessing timesheets, which impacted the quality of services we could provide and eventually our billing.

By implementing a Practice Management Software, we aimed to streamline our scheduling, improve billing accuracy, enhance timesheet management, ensure compliance, and bridge operational gaps within the company.

For this we needed a robust solution that could provide us with the visibility of time our team is spending on each client and even for any particular client, how much time is spent on each matter. This will then be translated into the billing that we send to the client. Sometimes, client may ask for further details and PMS becomes a necessity in such situation. "

It is always interesting to hear what has been the single biggest change once bilabl is up and running. For Rizwan it was as follows:

"After implementing bilabl, we could manage our clients, timesheets and billing more effectively. In the past, we used other PMS, however, they do not provide the flexibility, scalability and features that are needed for our practice. In simple words, our practice management has become more robust."

It is not unusual for potential clients to have a certain degree of trepidation regarding any new software, particularly when it comes to the onboarding, training and migration

processes. The experience of Acclime Vietnam would, however, suggest that this is less of an issue than is imagined:

“It was great experience, the team at bilabl is very attentive and they address the issues on a timely basis. Whether it is updating the credentials or adding new features.”

New software can be frustrating for unfamiliar users. But Rizwan and his team took to bilabl like the proverbial ducks to water:

“bilabl is intuitive, the UI and UX are one of the best that I have used in any PMS solution. For the entire team, it makes their lives much easier.”

Detailed, real-time analytics is one of the must-have's for any professional service team looking to grow. We asked Rizwan what the dashboard capabilities of bilabl had meant for Acclime Vietnam:

“The biggest change is the visualization of the data. At one glance, you could see the performance of the teams, billing records and other critical information that need to be monitored. Unlike in the past where we have to spend a lot of time in collecting and processing such data.”

Next month we will return to Part Two of this fascinating interview with Rizwan. During this segment we will hear his experience around cost savings, the improvements in the cash cycle of Acclime Vietnam and also discover what is his favourite feature within the bilabl system.



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