

CASE STUDY

Consulting Firm Recovers \$18,000 in Previously Missed Billable Work

Industry	Business Consulting
Location	Brisbane CBD
Staff	5 consultants + admin
Challenge	Losing track of billable hours
Solution	CRM + time tracking integration
Result	\$18K recovered in first 6 months

The Challenge

[Client Name] is a boutique consulting firm with five consultants working across multiple client projects. Each consultant tracked their own time—some in spreadsheets, some in notebooks, one in a random mobile app. When it came time to invoice, the admin would chase everyone for their hours, compile them manually, and generate invoices.

The problem: work was falling through the cracks. Quick phone calls that should have been billed weren't recorded. 'Just 30 minutes' on an email was forgotten. Travel time wasn't captured. The firm suspected they were leaving money on the table but had no idea how much.

"We knew we were losing revenue, but we didn't have visibility into how much. Everyone was too busy with client work to fix the back-office stuff."

— Managing Director

The Solution

We implemented a full Systems Health Check first, then an Implementation Package covering:

- HubSpot CRM to centralise client information and project tracking
- Time tracking integration (Harvest) linked to CRM contacts
- Automated invoice generation from tracked time
- Weekly reports showing unbilled hours by consultant and client

- Mobile app training so consultants could track time on-the-go

The key was making time tracking as frictionless as possible. One-click timers, automatic reminders at end of day, and a simple approval workflow before invoicing.

The Results

Metric	Before	6 Months Later
Billable hours captured	Unknown (estimated 70%)	95%+
Average invoice value	\$4,200	\$5,100
Time to invoice	10+ days after month-end	2 days after month-end
Revenue recovered	N/A	\$18,000 in first 6 months

"The \$18K in recovered revenue paid for the project three times over. But what I really love is that I can now see, in real-time, where our time is going and which clients are actually profitable."