



A new breed of Corporate Performance Management (CPM) software that allows organizations to understand and optimize the most valuable and costly resource they have - the time and efficiency of their employees.

Introducing RescueTime

Better data, better business.

RescueTime is a new breed of Corporate Performance Management (CPM) software that allows organizations to understand and optimize the most valuable and costly resource they have - the time and efficiency of their employees. RescueTime's real-time analytics and reporting tools are built on an innovative platform that requires **no data entry**. This brings a revolutionary shift in performance management: the data is minutely detailed, devoid of human error, and scientifically accurate. It eliminates the frustration and wasted time of competing solutions, which often turn executives and workers alike into data-entry clerks, while offering little of merit in return.

Organizational leaders can spend their time on the kind of work they were intended to accomplish: quickly discovering and resolving hold-ups in productivity, and improving efficiency by balancing resources across a global and distributed work environment.

When customers enable the innovative **Empower** feature, they bring their business forward into a new model of workplace transparency. Business intelligence completes a full circle back to the workers themselves making them participants in the discipline of maximizing business efficiency. Positive effects include the satisfaction of recognized contributions, a healthy competitiveness, and honest team understanding of what works and what does not in a business's process.

Performance Management in the Market

Size your business, balance your talent.

RescueTime has studied the performance management problem space and streamlined its solution to minimize organizational impact and cost and maximize value in the results. The product is easy and inexpensive to deploy and is priced transparently on a recurring per-seat basis. It generates immediate results using standard analytic views, and provides simple and flexible tools to build your own business intelligence.

In contrast typical CPM and Portfolio Management software offerings are hampered by manual data input, questionable metrics calculation, and manual process analysis.

Research shows that organizations that implement enterprise-wide CPM initiatives that include automated data-driven performance and productivity metrics that link to efficiency-based outcomes exhibit higher performance with reduced overhead than those that implement a classical measurement and analysis approach.

Offerings from competitors like Cognos, Planview, SAS, and Oracle are expensive, complex to set up and require significant up front capital outlay and substantial ongoing operational costs. They thrive on the services costs it takes just to implement, try to hide the high licensing costs in broad enterprise contracts, and fail to mention the added burden on your IT staff. These meaty data handling tools are useless without quality data, and as long as they rely on human input of how time is spent, the resulting analysis will be both suspect in quality and costly and disruptive to gather.

RescueTime Works

Solutions in practice using superior data

A broad spectrum of businesses already use and benefit from RescueTime. Surveyed customers report having the most success when using the service to solve the following business needs:

- **Automated Data Collection and Analysis:** Completely eliminate effort spent manually tracking and entering time data. Automated metric collection is precise, removing the human factor from the equation. Especially powerful when workers are distributed across geographies and work-styles.
- **Business Process Management:** Identify efficient processes and tools in high performing teams and apply them across the organization. Pinpoint time sinks and underperforming processes and provide irrefutable data to justify policy revision or implementation. Validate process changes over time.
- **Resource Allocation Budgeting / Planning:** Use detailed group performance metrics as a basis for future planning, budget allocation, and risk management analysis. Identify underutilized resources for re-engagement.
- **Resource Utilization Reporting / Auditing:** Compare project estimates to real world results. Identify underperforming or overburdened team members or groups and justify head-count adjustments. Audit software usage for license compliance or vendor discount negotiation. Provide visibility into offshore, work from home, and intra-office employee attendance, activity, and efficiency.

RescueTime Services

Your Partner in Performance Management

In addition to the web based product that RescueTime delivers, it offers the following services:

- **Data Integration:** RescueTime has an API available for programmatic access to your data. Basic data access and embed-able dashboard views come out of the box. We provide documentation and support for working with our tools, and also can work with you to integrate seamlessly with existing applications, dashboards, or databases. Service model partnerships can be subscribed for deep integration and complicated data feeds.
- **Success-driven Support and Best Practices:** RescueTime has helped many customers achieve success and has developed a set of best practices for implementing and utilizing its products over time. These best practices are built into the application itself, where possible, but are also available through additional services such as on-site consultation and employee seminars.

RescueTime Corporate Advantage

An experienced and efficient team

RescueTime was created in 2007 by knowledge workers who wanted to answer the question, "where did my time go?" After launching in private beta for individual users, RescueTime received seed funding from Y Combinator in early 2008. Shortly after, the focus was shifted to corporate customers and the company received Series A venture funding from True Ventures in late 2008.

RescueTime follows its own best practice guidelines - all of its employees use its software, all business processes are audited and optimized, and all resources are measured and justified. The leadership team is built on "done it before" credentials. From growing a SAAS (Software As A Service) business servicing fortune 500 enterprises, to running a development shop, to scaling infrastructure, customers can rely on the experience of our talented team to partner with them as success brings growth.

Partnering with RescueTime provides the following advantages:

- **Agility:** RescueTime utilizes agile methodologies in their product development process. Typical turnaround for a new feature or a customer request is on the order of a few hours to a few weeks.
- **Responsiveness:** Each staff member has broad knowledge spanning the company's offerings. Feature requests and support calls are handled immediately, and by someone who is empowered to take quick steps to provide a solution.
- **Scalability:** RescueTime understands its business and what makes its customers successful. RescueTime is able to scale its business to meet the needs of its customers through a well-developed plan to grow with increasing demand.

RescueTime Technology

Safety in numbers. Speed from discipline.

RescueTime marries an agile process and platform with a carefully engineered architecture. Together they ensure we can provide the performance and availability demanded by users who make business decisions founded on our data on a daily basis, while empowering us to provide extremely rapid feature rollout and support response.

Reliable, secure, multi-tier, distributed SAAS application deployment has a mature standard model, which RescueTime's resembles. Horizontal scaling exists in all tiers, providing redundancy for high availability and easy scaling by iteration as needed.

However, some key differences separate us from the crowd:

- **Leveraged Data Diversity:** By maintaining offerings targeted at diverse user populations, RescueTime's automated systems can recognize most applications, websites, and productivity patterns right out of the box, with little required subscriber effort on setup. This makes the power of the product immediately available from the first day. Additionally, solo account users generate large parallel load patterns that help us prepare capacity and tune the application in stages, well in advance of enterprise client exposure.
- **Cloud Deployment:** Our infrastructure is heavily virtualized, and our application platform is neutral to underlying system platforms. It is very easy for RescueTime to be both nimble and cost-efficient. Without service disruption, we can spin-up and spin-down capacity as needed. We also gain the advantage of cheap massive redundancy in normally expensive and difficult subsystems, like fast reliable storage.

- **Flyweight Client:** Installed applications are a headache both for clients and vendors. Managing patches, risk exposure through bad code, system demands are among the problems. For this reason, RescueTime engineers as much of its capabilities as possible on the hosted side. The client has a small footprint, minimal resource demands, maintains its own updates, and only does what is required to gather the needed data. Using asynchronous processing and compression, chattiness is minimized while still gaining the maximum benefit of most code running on the RescueTime SAAS platform. Additionally, we provide many configuration options that can be centrally pushed out to the client to satisfy a client's precise information control needs. RescueTime partners with clients to ensure that only the data they want goes into the system.

RescueTime Customer Case Studies

Proven track record of success

RescueTime currently serves over 200 businesses comprising over 100,000 users and representing a broad range of industries across the world. Below are a few examples of companies who have been benefitted by partnering with RescueTime.

Food Services of America

Location: Scottsdale, Arizona
Industry: Food Services and Distribution
Contact: Guy Babbitt, Chief Solutions Architect

The Chief Solutions Architect for Food Services of America in Scottsdale, AZ manages a large team of data and system architects, designers, developers, quality control associates, and support specialists - most of whom either work from home or in disparate offices across the west coast. Having no visibility into how department members were really spending their time, the management team relied on project status updates but had no way of validating what was actually happening.

With the RescueTime solution, the Chief Solutions Architect and his management team now drive many of their reviews from the reports generated from the product. They use them to help pinpoint where workers are spending their time and to then coach them on things to do to improve productivity. By being involved in the process and being able to see the reports, the team is able to learn to understand their work habits and self direct themselves toward their efficiency goals and monitor their own progress - relieving a lot of the micro-management burden from the leads.

The results have been "incredible." The Chief Architect and his management team have each been able to recover 4 hours of work per week as well as 6 additional hours of work per month that had been devoted to keeping up with the workings of the department. FSA has had an "awesome" experience with RescueTime's customer service, and is working with them to implement their integration services API.

TruPay Corporation

Location: Mishawaka, Indiana
Industry: HR and Payroll Outsourcing
Contact: Kent Miller, Director of IT

TruPay had a challenging time keeping tabs on how much of their internal infrastructure and client support staff time was spent on productive tasks, websites, and applications vs. inefficient use of time on distracting tasks. Relying on management observation of workers and generally getting a "gut feel" wasn't working for them. Manual entry of project timesheet data was unreliable, even with the use of software start/stop timers.

After implementing RescueTime to track both online and offline activity of their workers, staff productivity increased measurably. Management uses the efficiency reports during employee reviews to track progress and set goals and in several cases to point out how specific team members spend too much time on inefficient communication and "rambly, wordy emails." Once productivity increased, the TruPay IT director was also able to use RescueTime to justify a staff increase.

TruPay appreciates the way RescueTime differs from competitors in its "hands off" approach to collecting data. Their administrative tasks were kept to a minimum since most applications and websites are already categorized.

RescueTime Rapid Deployment

Why wait? Time is of the essence.

Take advantage of RescueTime's on-demand service capabilities and begin experiencing productivity gains across your organization immediately. Time recovered by using the product are apparent in as little as a few weeks, and can be used to calculate your ROI in near real-time. Phased deployment plans enable your business to be up and running in hours or days, instead of weeks or months.

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