

Total Synergy Customer Benchmark Report

READ TIME
8 min.

CATEGORY
Report

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Key Findings

 **80%**
report a strong improvement in how their firm operates since implementing Total Synergy.

 **WIP visibility**
is the #1 project delivery improvement teams are seeing with Total Synergy.


 **Faster, more accurate invoicing**
The #1 process improvement since adopting Total Synergy is faster and more accurate invoicing.

 **Reduced scope creep**
Half of customers say Total Synergy has helped reduce scope creep surprises during project delivery.

 **ROI within the first year**
Half of customers saw ROI within the first year of adopting Total Synergy.

Features Built for Architects & Engineers

Key Stats Snapshot

 Timesheets are the #1 most essential feature for day-to-day operations, followed closely by invoicing.

80% report a noticeable improvement in how their firm operates since implementing Total Synergy.

70% of those who reported time saved in getting bills. Half of customers saw an average of 11 hours per week.

Faster, more accurate invoicing
The #1 process improvement since adopting Total Synergy is faster and more accurate invoicing.

Less Chasing, More Doing

With everything in one place, teams move with less friction and win back time in their day. There's less chasing, course corrections come earlier, and billing and forecasts stay accurate as plans shift.

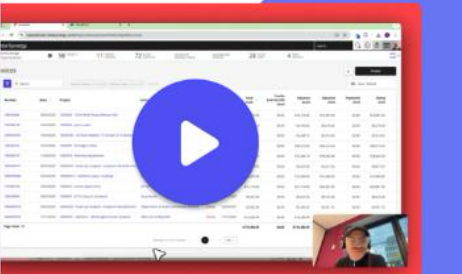
Record time by project, stage, and task so hours land in the right place and invoices match the work.

Powerful invoicing. Approved time and expenses flow into invoices to reduce rework, speed up billing, and make cash flow more predictable.

 Real-time dashboards, WIP, utilization, and profit stay in sight, so priorities are clear and projects and finances stay on track.

Slow invoicing = slow payments. Leonard shows how Total Synergy speeds up the process from timesheets to invoices and helps you stay on top of what's been billed, what hasn't, and what's overdue.


[Watch Now](#)



Cash Flow & Invoicing

Key Stats Snapshot

75% 75% of customers say Total Synergy helps them invoice faster.

 Half of customers saw ROI within the first year of adopting Total Synergy.

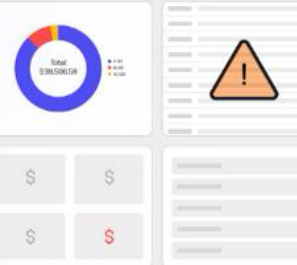
Accurate Invoices, Faster Payments

Invoicing is where time becomes money. When invoices are accurate, clear, and on schedule, clients see what they're paying for, cash arrives sooner, conversations stay smooth, and margins hold.


- Deliverable 01
- Deliverable 02
- Deliverable 03
- Deliverable 04

[Send 17 Invoices](#)

Bulk invoicing. Create and send multiple invoices in a single run to speed up billing and cut time-consuming manual work.



Clear cash flow. See WIP, debtors, and

 We went from printing PDFs to just clicking a page in Total Synergy. Now we get a live roll-up of financial performance, WIP, time by phase, everything.

 STEVEN HAYES
OPERATIONS MANAGER AT KLEIN

[Read Customer Story](#)

If you're trying to figure out how profitable a project is, or whether you're on track to hit your targets, this session is for you. Justin walks through how A&E firms use Total Synergy to understand project performance and predict what's coming.

To our customers, **thank you.**

Your time and honest feedback made this Customer Benchmark Report possible. We know how busy you are, and we appreciate every response.

We are proud and humbled that more than 18,000 architects and engineers around the globe rely on Total Synergy to keep their businesses running. The fact that so many award-winning firms and growing practices alike choose our software is something we do not take lightly.

What excites us most about this report is not the numbers, but the impact. Seeing our customers deliver incredible projects, shape communities, and push the boundaries of what is possible in the built environment. We are honored to play even a small part in that.

Happy reading,



Kane Hochster
CEO of Total Synergy



Key Findings



80%

report a strong improvement in how their firm operates since implementing Total Synergy.



WIP visibility

is the #1 project delivery improvement teams are seeing with Total Synergy.



Faster, more accurate invoicing

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Reduced scope creep

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ROI within the first year

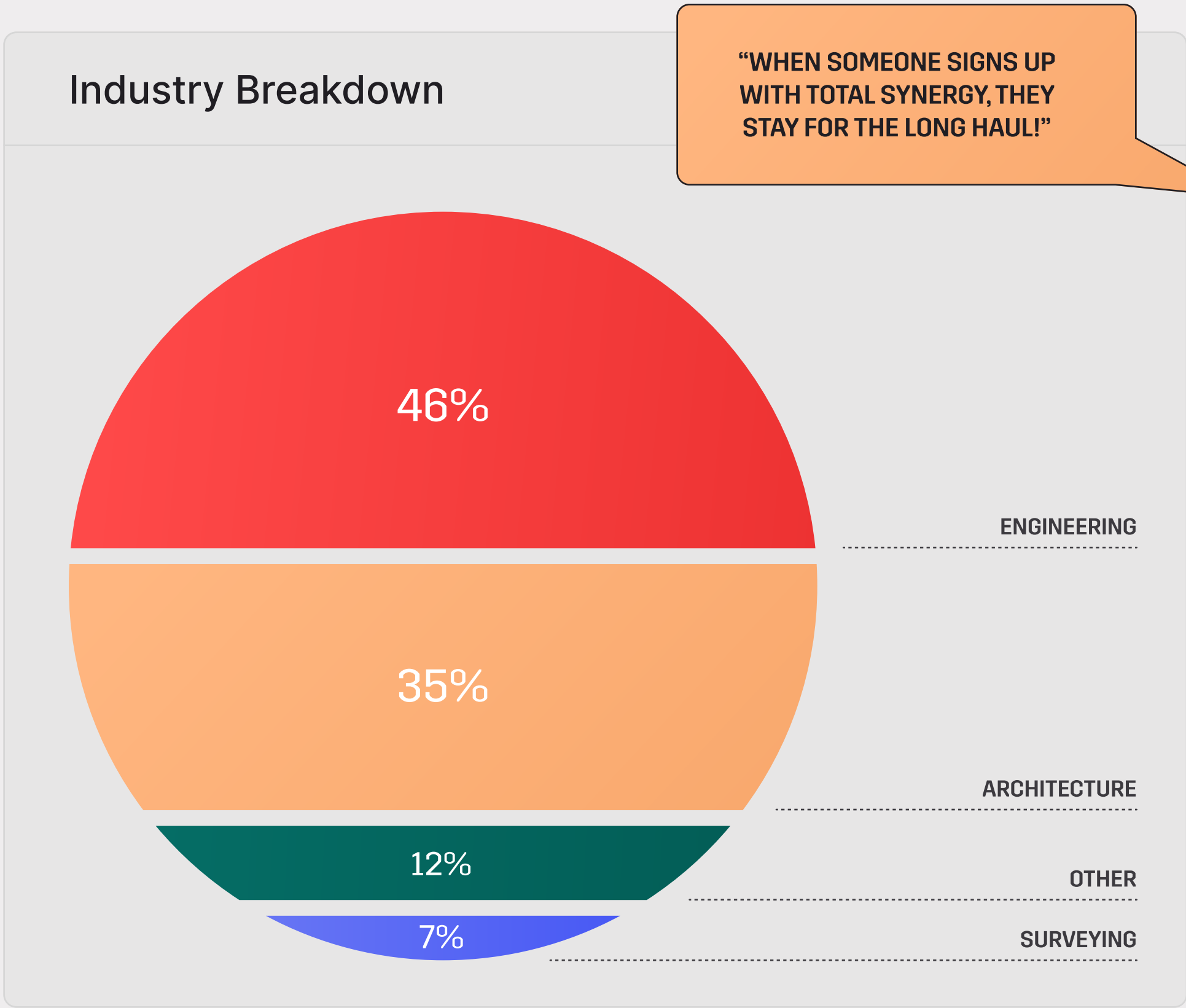
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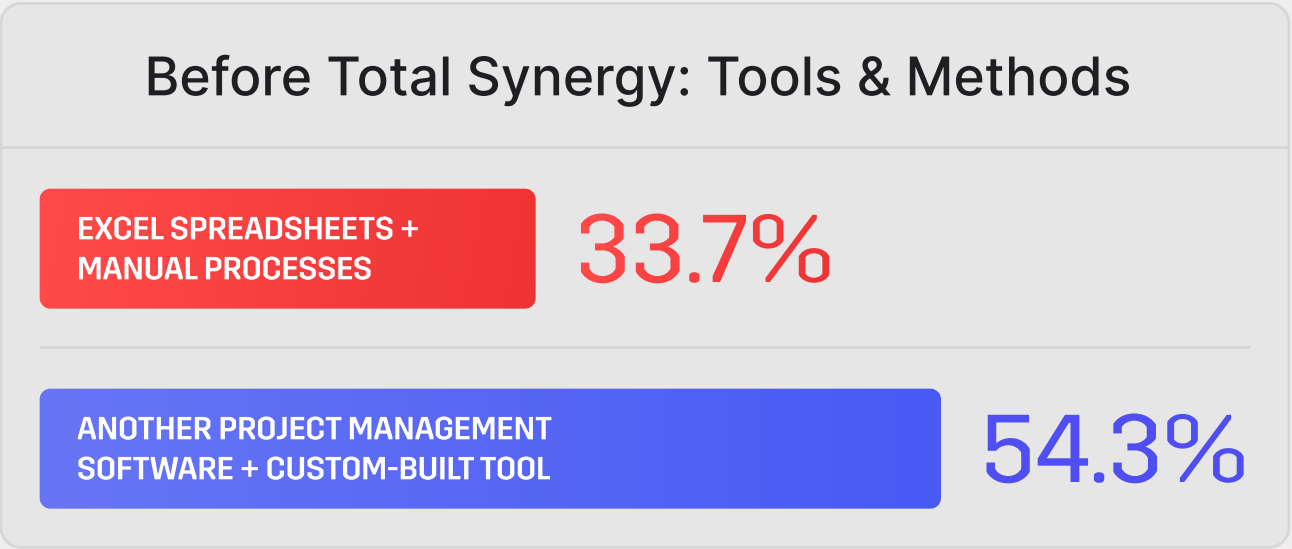
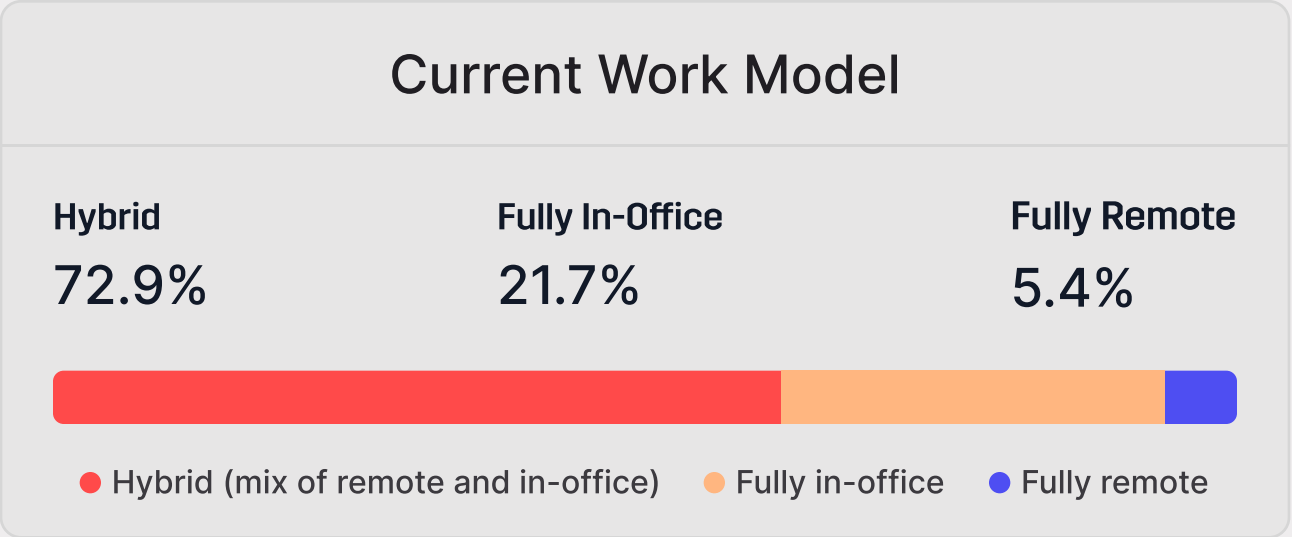
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The Customers Behind the Data

Here’s a quick snapshot of the customers represented in the data.



How Long Our Customers Have Been Using Total Synergy	
LESS THAN 6 MONTHS	6%
6-12 MONTHS	6%
1-3 YEARS	37%
MORE THAN 3 YEARS	53%



- Why Firms Made the Switch to Total Synergy (Ranked)
- ①

Needed better visibility across projects and teams

How Total Synergy helps: Live WIP updates, project tracking, and resource planning put every project in one clear view.
- ②

Wanted something built for A&E firms

How Total Synergy helps: Purpose-built for A&E firms, our workflows are designed around how architects and engineers actually work, tailored to the realities of their projects in a way generic tools like Monday.com, Asana, or ClickUp cannot replicate.
- ③

Too much time spent on admin work

How Total Synergy helps: Connected timesheets, expenses, and invoicing reduce double entry and errors, cuts rework, and gives teams hours back each week.
- ④

Needed more accurate forecasting and reporting

How Total Synergy helps: Connected financials and project data provide firms with trustworthy forecasts and reporting they can act on.
- ⑤

To replace spreadsheets

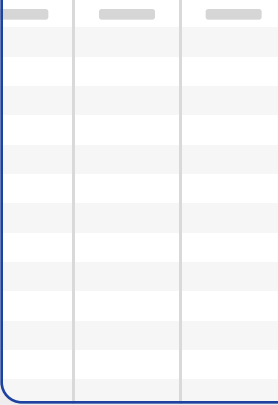
How Total Synergy helps: One system replaces spreadsheets, reducing errors and ending version control nightmares with a consistent version everyone can rely on.

More A&E firms are switching to Total Synergy. Request a demo to learn why.

Watch our 10-Minute Demo →

Features Built for Architects & Engineers

Key Stats Snapshot



Timesheets are the #1 most essential feature for day-to-day operation, followed closely by invoicing.

80%

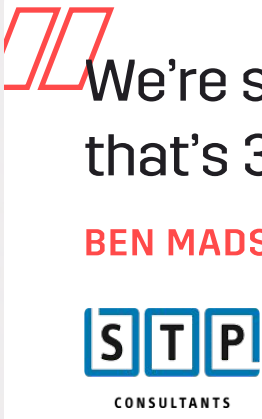
report a noticeable improvement in how their firm operates since implementing Total Synergy.

70%

Of those who reported time saved on admin tasks, 70% of customers save an average of 5 hours per week.


Faster, more accurate invoicing

The #1 process improvement since adopting Total Synergy is faster and more accurate invoicing.






We're seeing 99% timesheet compliance and invoicing that's 3x faster since moving to Total Synergy.

BEN MADSEN, PARTNER & SENIOR ELECTRICAL ENGINEER AT STP CONSULTANTS



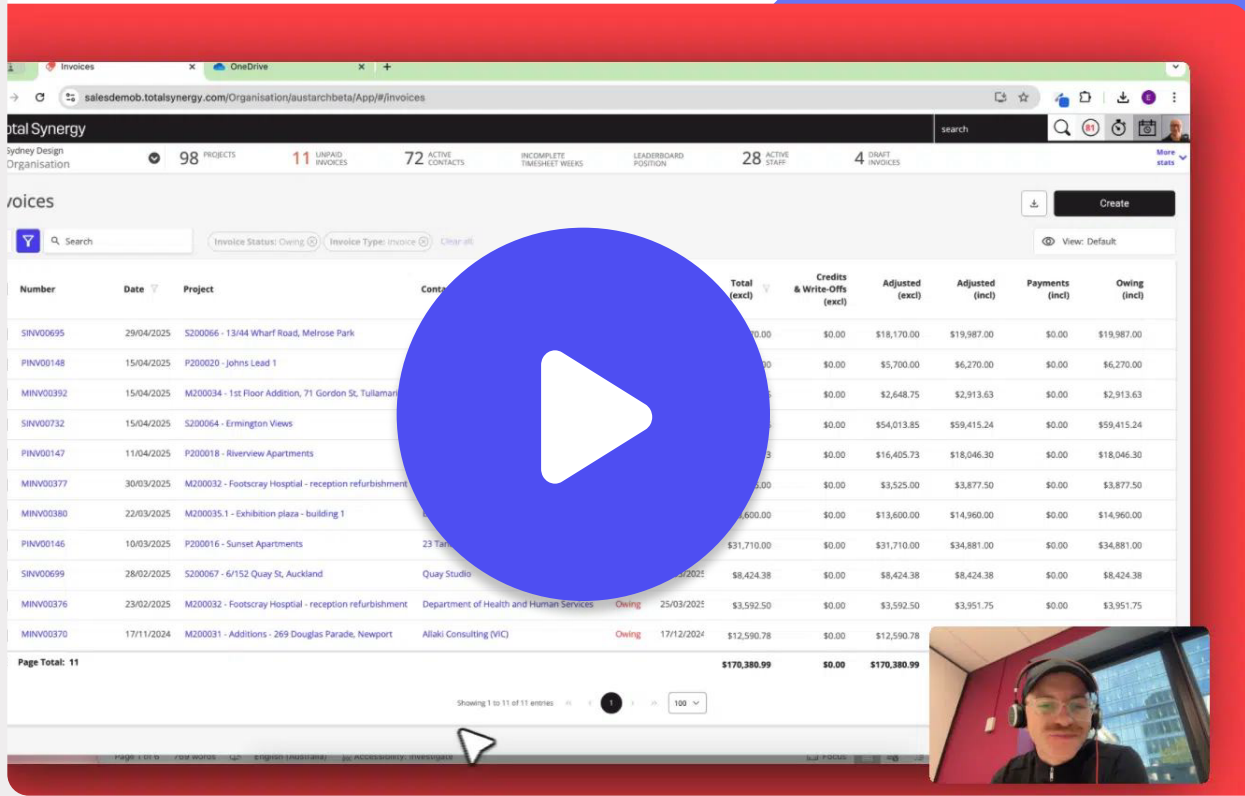
Less Chasing, More Doing

With everything in one place, teams move with less friction and win back time in their day. There's less chasing, course corrections come earlier, and billing and forecasts stay accurate as plans shift.

-  Record time by project, stage, and task so hours land in the right place and invoices match the work.
-  Powerful invoicing. Approved time and expenses flow into invoices to reduce rework, speed up billing, and make cash flow more predictable.
-  Real-time dashboards. WIP, utilisation, and profit stay in sight, so priorities are clear and projects and finances stay on track.

Slow invoicing = slow payments. Leonard shows how Total Synergy speeds up the process from timesheets to invoices and helps you stay on top of what's been billed, what hasn't, and what's overdue.

Watch Now



Project Management

Key Stats Snapshot

75%

of customers say they now have clearer visibility across their team's work.

AB

TS

LM

WIP visibility is the #1 improvement teams are seeing in project delivery with Total Synergy.

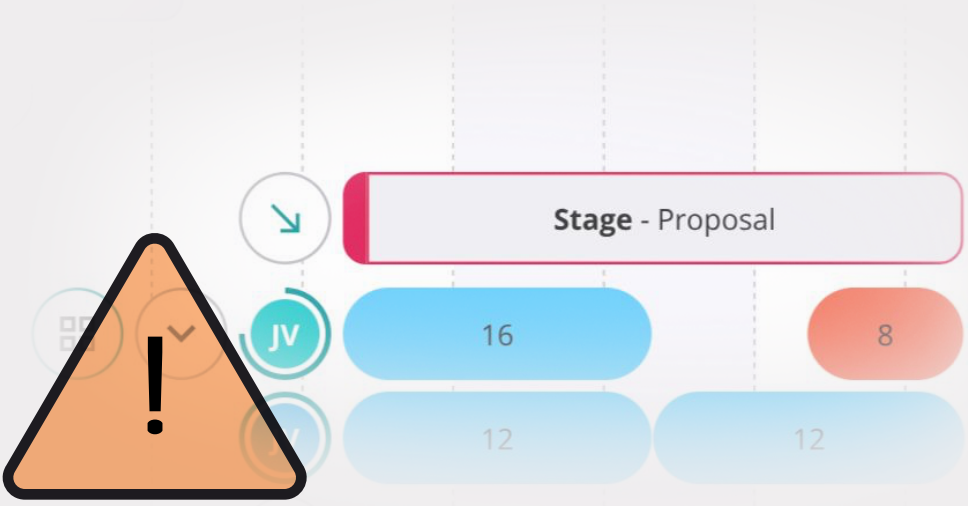
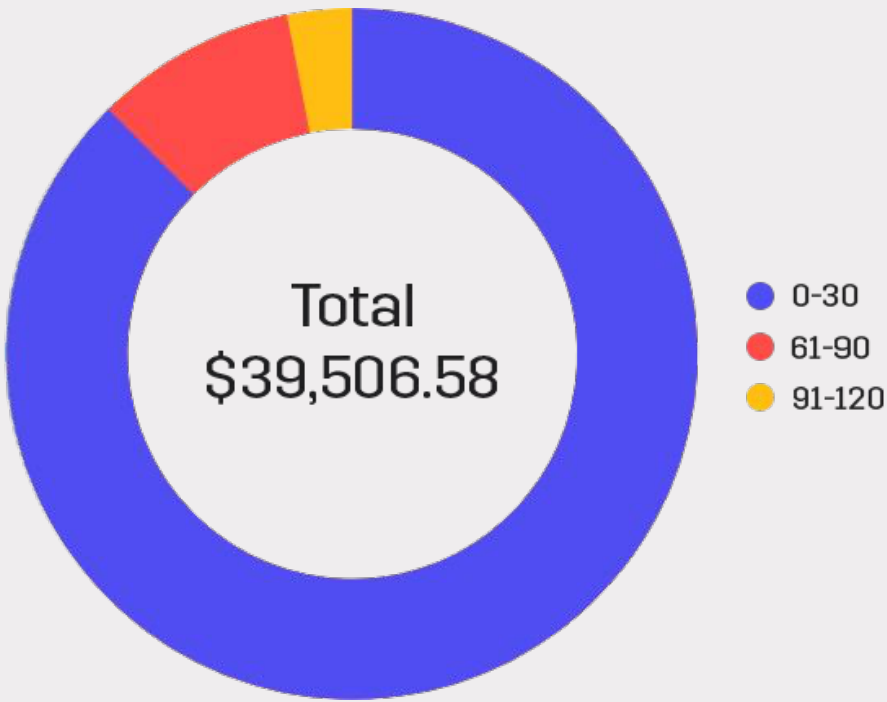
50%

of customers say Total Synergy has helped reduce scope creep surprises during project delivery.

See Sooner, Act Earlier

Real-time visibility across the project life cycle can make the difference between profitable projects and costly budget overruns. When capacity, progress, and spend are clear in one picture, it's easier to make quick adjustments, control scope, and deliver projects on time and on budget.

WIP you can act on. Live WIP and progress against fee show what's ready to invoice and where to adjust.



Fewer scope surprises. Capture changes as they arise, update fee and hours, and confirm with clients before work proceeds.

AB	Annette Black Project Manager	🕒 39.75h
GD	Guy Dalby Project Manager	🕒 20h
KN	Karen Nelson Project Manager	🕒 12h
JN	Jerry Fan Project Manager	🕒 8h

Balanced workloads. Capacity meets demand so the right people are on the right tasks at the right time.

“Total Synergy helps me know that our projects are being managed properly and gives me a greater understanding of their true value. I think it’s the best tool we’ve got.”

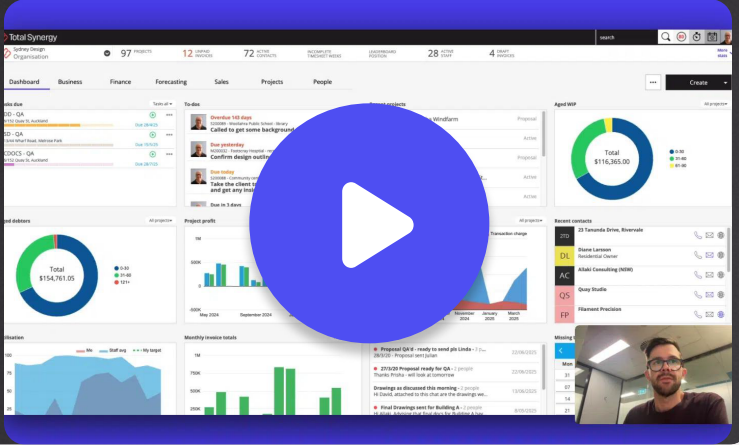


CARL BASSETT
DIRECTOR AT DRAC CONSULTING

[Read Customer Story](#)

Trying to understand how your business is performing overall? Julian shows how you can bring project data, finances, and resourcing into one place so you can lead with clarity.

[Watch Now](#)



Cash Flow & Invoicing

Key Stats Snapshot

75%

of customers say Total Synergy helps them invoice faster.

Half of customers saw ROI within the first year of adopting Total Synergy.

WIP is the most tracked financial metric.

Accurate Invoices, Faster Payments

Invoicing is where time becomes money. When invoices are accurate, clear, and on schedule, clients see what they’re paying for, cash arrives sooner, conversations stay smooth, and margins hold.

Deliverable 01

Deliverable 02

Deliverable 03

Deliverable 04

Customisable invoices. Branded templates and flexible layouts keep every invoice polished and client-ready.

Send 17 invoices

Bulk invoicing. Create and send multiple invoices in a single run to speed up billing and cut time-consuming manual work.

Total
\$39,506.58

0-30

61-90

91-120

Clear cash flow. See WIP, debtors, and overdue invoices in one place and in real time so you know when to follow up and cash keeps moving.

We went from printing PDFs to just clicking a page in Total Synergy. Now we get a live roll-up of financial performance, WIP, time by phase, everything.

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Total Synergy

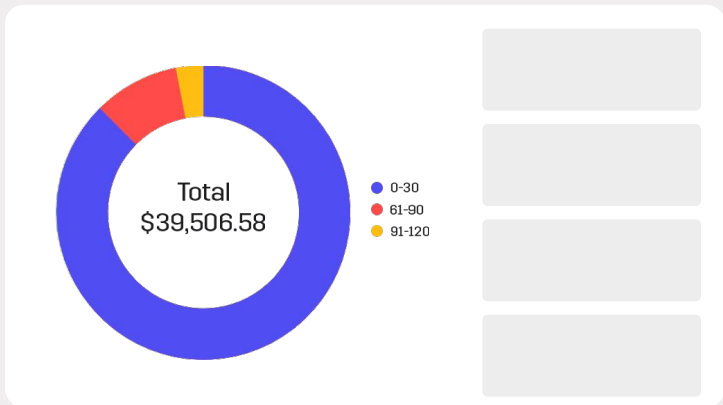
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Unlock the Full Potential of Your Projects with Total Synergy

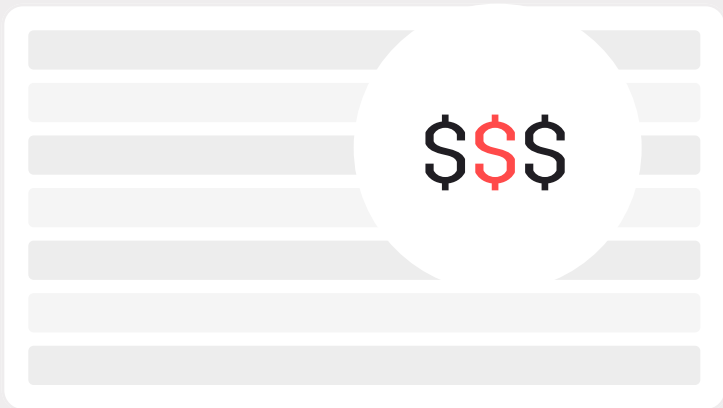
Most architects and engineers didn't choose this career because they love timesheets and invoices. But tracking finances and managing projects is the difference between a thriving business and one that's constantly chasing its tail. Total Synergy gives you visibility, control, and confidence to run your business and projects, without the admin headaches.

Watch our 10-Minute Demo



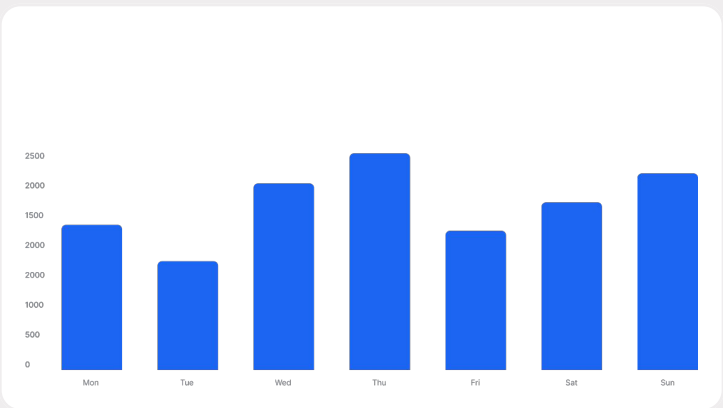
Project Management

- ✓ Keep projects moving with clear milestones, task assignments, and timelines.
- ✓ Track progress in real time and stay ahead of delays.
- ✓ Collaborate with your team in one central workspace. No more disconnected tools.



Project Finance

- ✓ Monitor budgets, forecasts, and cash flow in one place.
- ✓ Speed up invoicing and improve accuracy with connected financial data.
- ✓ Stay on top of profitability with clear, project-level cost insights.



Project Analytics

- ✓ See how your projects, teams, and budgets are performing at a glance.
- ✓ Identify trends, spot bottlenecks, and make data-backed decisions.
- ✓ Customise dashboards to track what matters most to your firm.

