

AN EPAY CASE STUDY

Capital Building Services Group Enhances Labor Management with Help from EPAY Systems



COMPANY OVERVIEW: Capital Building Services Group is an industry-leading commercial cleaning company serving retail, corporate, industrial, banking and educational businesses in multiple regions throughout the U.S. The company's full

range of sustainable and healthy cleaning services span complete floor care, window, surface, full room and pressure washing.

CHALLENGE: Tracking Employee Time Consistently and Affordably

Capital BSG's previous time tracking system introduced a series of challenges, which began to snowball as the company expanded to new locations. For starters, most of Capital BSG's pricey time clocks hung on basement walls untouched due to unreliable cellular reception, forcing employees to resort to manual methods (pen and paper). This way of managing employee time and attendance quickly turned into an inefficient, risky and costly operation.

Problems with Manual Time Tracking

In addition to the hours and dollars spent processing thousands of paper time sheets, Capital BSG spent a significant amount of money overnighting paychecks because staff often had to work up until the last minute on payroll. Plus, manual time tracking introduced time rounding, which made it difficult for Capital BSG to maintain accurate employee attendance records. Between the increased expenses associated with manually processing thousands of paper time sheets and the difficulty in maintaining accurate records, it became obvious that Capital BSG needed a better way to manage time and attendance.

Explains Capital BSG's Vice President of Finance & Administration, Kim Zacharkiewicz, "In our business, keeping detailed records of employee time is crucial. This became extremely difficult with paper time sheets. So we were determined to find an affordable, automated time and attendance solution that allowed us to track 100% of our employees, 100% of the time."

THE SOLUTION: Implementing EPAY's Uniquely Flexible Labor Management System

With little time to spare, Capital BSG briefly explored a couple of solutions that were "too expensive," according to Zacharkiewicz, before ultimately choosing EPAY's Blueforce™ time and labor management and Fonen telephone time tracking systems. Zacharkiewicz said the decision to work with EPAY was easy. "Having an affordable and reliable system that allows us to accurately



HIGHLIGHTS

QUICK FACTS:

- Industry-leading commercial cleaning company
- Services retail, corporate, industrial, banking and educational businesses
- Offers complete floor care, window, surface, full room and pressure washing

THE CHALLENGE:

"Track 100% of our employees, 100% of the time," according to Capital BSG's Vice President of Finance & Administration, Kim Zacharkiewicz.

THE SOLUTION:

Capital BSG chose EPAY's Blueforce™ time and labor management and Fonen telephone time tracking systems.

According to Zacharkiewicz, "Having an affordable and reliable system that allows us to accurately track all of our employees without worrying about cell service and time rounding meant we could cut down on our payroll costs."

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Hassle-Free Time Collection

The company first rolled out Fonen to capture employee punches at their newest worksites and extended it to their entire workforce shortly thereafter. English and Spanish language options made clocking in and out a breeze for the Capital BSG’s bilingual workforce.

Real Time Visibility

The company immediately began taking advantage of Blueforce’s alerting features to stay on top of budgets, attendance and overtime. According to Zacharkiewicz, “Our managers use Blueforce on a daily basis to look at timesheets and budget reports. Now, they can easily identify open punches and address issues right away.”

Adds Capital BSG’s Accounting Payroll Manager, Amy Lowe, “The system doesn’t lie. Blueforce gives us a level of comfort that we didn’t have when time and attendance was processed manually. The number of issues that we used to deal with on a daily basis have gone down significantly.”

RESULTS: Streamlined Payroll, Lower Labor Costs & Reduced Risk

Since moving to Blueforce and Fonen, Capital BSG has seen significant cost savings. “Down-to-the-minute, automated time tracking has helped us cut our labor spend. We no longer worry about time rounding or expensive overnight delivery costs. And, we’re saving in payroll processing time,” said Zacharkiewicz.

Advanced Labor Management

Beyond streamlining payroll processing and reducing administration costs, Blueforce provides Capital BSG with a level of traceability and accessibility that’s unprecedented with manual time records, thanks to its built-in audit and reporting capabilities, which proved to be invaluable for the company.

Wage & Hour Claims Protection

Recently, Capital BSG faced what could have turned into a class action wage and hour lawsuit when several former employees made false, pay-related claims against the company. The claims ranged from not being paid for overtime to not being paid for wait time when a manager arrived late to a shift. “This type of suit could have buried us,” said Zacharkiewicz. But thanks to Blueforce, “we were able to put the false claims to rest before even going to court.”

Zacharkiewicz and her team pulled 4 years’ worth of back time records to pinpoint discrepancies in the claims and ultimately proved the company had paid the employees appropriately. “We were not only able to disprove these claims, but we also saved money in legal fees because we were able to easily pull together these records ourselves.”

Overall, working with EPAY has been a positive experience for Capital BSG. Says Zacharkiewicz, “EPAY’s workforce management system has allowed us to improve our processes, cut costs and ensure compliance. It has helped everyone from our management team and our field employees to our customers.”

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About EPAY Systems

EPAY Systems provides a robust, cloud-based time and labor management system that keeps employers in control and in compliance with labor laws and union rules, while reducing labor costs by 5% or more.

Our uniquely flexible, maintenance-free Blueforce™ system adapts to the most complex distributed labor environments, handling multiple locations, assignments and job types as well as mobile employees and union rules. Blueforce™ lets you mix and match time tracking devices, including biometric time clocks, phone/IVR, mobile/GPS or the web. It easily integrates with most payroll systems for down-to-the-minute time tracking in real time. For more information, contact us at sales@EPAYsystems.com, visit www.epaysystems.com or call 877.800.3729.

Find out how EPAY can help you.

Contact us to get the facts.

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