

AN **EPAY** CASE STUDY

Tech-forward Get Clean Services Wows Clients—and Employees—with EPAY’s HCM System



COMPANY OVERVIEW

Get Clean Services LLC is an experienced, fast-growing janitorial company based in Dallas, Texas. In addition to its seasoned leadership staff, the minority-owned company is known for leveraging state-of-the-art technology, including robotics, AI,

and data analytics. Get Clean operates in hundreds of worksites across 20 states and is poised for rapid expansion.

THE CHALLENGE: Find Cutting-edge HCM Software Designed for the Janitorial Industry

Get Clean’s commitment to harnessing advanced technologies influences every facet of its business, including its software choices. To that end, its leadership sought integrated HR technology that would assist with every aspect of human resources, while offering innovative solutions to industry-specific challenges.

Says Founder Charles Herrera, “We wanted a single source software system that integrated everything from onboarding and payroll to time and attendance in unison.”

In addition, because Get Clean manages a widely-distributed workforce—each field manager oversees roughly a dozen worksites—it sought workforce management tools that would help ensure safety and labor compliance and maximize cost efficiencies.

THE SOLUTION: EPAY’s Complete HCM System

In EPAY’s HCM solution, Get Clean found state-of-the-art HR software that matches its tech-based philosophy and offers advanced features for managing hourly, distributed workers.

As a data-driven company, Get Clean is passionate about using HR reports to help proactively manage its workforce. In addition to utilizing standard reports, the company took advantage of EPAY’s custom report building service. Some of their go-to reports allow them to:

- Track actual vs. budgeted hours, worksite by worksite, leading to budgeting and scheduling improvements.
- Identify which workers aren’t clocking in and out for lunch, a common industry problem with cost and compliance implications.
- Monitor new hires to ensure I9 and E-Verify compliance.
- Track absenteeism, an ongoing issue in high-turnover industries.

“The reports help us control labor costs 100%,” says Herrera. “They give us a quick snapshot of where we need to focus.”



HIGHLIGHTS

THE COMPANY

- Commercial janitorial service and facilities management provider
- 400 U.S. workers and growing
- Tech-driven and service-minded

THE CHALLENGE

Find a complete HCM system that is tech-forward and designed for the janitorial industry—and that helps maintain compliance and control labor costs.

THE SOLUTION

EPAY Human Capital Management system, which:

- Is the leading HR software provider for the cleaning industry
- Offers tech-based workforce management tools designed for the hourly, distributed workforce
- Provides advanced reporting and analytics

THE BENEFITS

- Saves time—makes HR and payroll faster and easier
- Helps maintain compliance and control labor dollars
- Helps manage challenges presented by COVID
- Offers superior service

LEVERAGING EPAY'S ADVANCED TECH TOOLS

In addition to Human Capital Management reports, Get Clean utilizes a number of EPAY's advanced workforce management tools, including:

Mix-and-Match Data Collection Methods

Because Get Clean services a number of industries, its employees work in a variety of unique environments. EPAY's mix-and-match data collection methods give the company the flexibility to choose the best time-tracking solution for each situation. These include:

- IVR telephone time-tracking for small groups of workers cleaning retail stores and similar locations.
- EPAY's mobile time-tracking app for field managers who move between worksites.
- Biometric time clocks for larger groups of workers located in warehouse and distribution centers.

Dynamic Punch Questions at Clock in/Out

Employers can program EPAY's time and labor system to serve up automated questions to workers as they clock in and out each day. Before COVID-19, Get Clean primarily used this feature to ask workers at clock-out if they had a safe workday—an easy way to encourage safety-minded behavior and stay ahead of potential Workers' Comp claims.

However, to adapt to challenges presented by the health crisis, Get Clean has expanded upon this feature to also ask workers upon clock-in if they have the necessary PPE they need to work safely each day.

Real-time Alerts

Get Clean also utilizes EPAY's programmable real-time alerts feature, which gives field managers immediate visibility into their worksites. Managers can program the system to instantly notify them by text or email when certain activities occur (or don't). Get Clean's favorite alerts include:

- The Minimum Employee Alert, which notifies managers when a set number of workers fail to clock in by a specified time. This allows them to fill open slots quickly and also ensures clients are billed accurately.

- The Labor Budget Alert, which notifies managers if they are in danger of going over their allotted labor budget for the week. This allows managers to make proactive schedule changes or take other actions to stay within budget.

FFRCA Paid Leave Tracking

Under the Families First Coronavirus Response Act (FFCRA), employers with fewer than 500 employees are required to provide paid sick leave, receiving reimbursement in the form of tax credits.

When the FFCRA went into effect, EPAY quickly updated its paid leave tracking system to allow employers to track FFCRA usage and credits—and Get Clean immediately began using the feature for tracking purposes.

The Importance of Great Service

Just as Get Clean is committed to providing exceptional service to clients, it expects great service from providers as well.

Get Clean's leadership appreciates the fact that EPAY provides the company with a dedicated account manager and customer service manager, as well as service delivery specialists who know their account.

"We prize consistency, and EPAY's service is great," says Herrera. "We like having someone who's familiar with and understands our business."

Get Clean even cites EPAY on its sealed RFPs, as a way to show prospective clients how efficiently they operate in terms of hiring, HR, payroll, and more.

"No matter how much technology we integrate, at the end of the day, we are still a people business," says Herrera. "We need to be accountable for and to our people—and EPAY is our partner in accomplishing this."



"When you're managing hundreds of people across multiple sites and states, no matter how much technology you use, the real question is how well you manage your people. As we expand our business, we know EPAY will grow with us, too."

— Charles Herrera,
Founder, Get Clean Services

About EPAY

EPAY Systems is the leading HR software provider among employers that manage an hourly, distributed workforce. Our Human Capital Management platform is designed to help employers:

- Reduce labor costs
- Improve wage and hour compliance
- Operate more efficiently
- Pay workers accurately, even in complex environments
- Streamline HR administration

Our flexible, configurable system conforms to employers' needs, while our advanced reporting and analytics provide actionable information that employers can use to keep improving workforce operations.

As a result, EPAY:

- Has maintained a 96% customer retention rate
- Earned an 89% customer satisfaction rate
- Is growing twice as fast as our competition!

**How much money,
time and worry can EPAY
save your company?
Let's find out together!**