

AN EPAY CASE STUDY

Foodservice and Housekeeping Company Improves Bottom Line with EPAY's Time and Labor Management Solution

One of the top 10 Foodservice Management companies faced antiquated, manual, and faulty time collection methods frequently leading to a variety of payroll errors. The company chose to implement Blueforce™, EPAY's cloud-based system, to automate their complex workforce management processes.

PROBLEM: Lack of Automation Makes for Unnecessary Labor Costs

As a 45,000-employee foodservice and housekeeping company with more than 3,000 locations, workforce management processes were inconsistent across work sites, leading to a significant amount of re-work and additional administrative costs. Compounding this problem was a lack of automation around paystub distribution, which caused the company to incur additional costs of more than \$500,000 annually to manually print and distribute paystubs.

The company faced a variety of issues:

- The time and attendance process was plagued by frequent errors caused mostly by inaccuracies in time collection and reporting.
- An increased administrative burden arose from balance tracking, attendance tracking, and other complex rules-based functions.
- Payroll processing took eight hours every Sunday.
- Functions such as employee scheduling, accruals, overtime equalization, attendance management, pay and labor reporting, and analytics were not integrated with time collection and reporting.
- The workforce management process was fragmented and inconsistent between different divisions and locations.
- Rogue solutions existing at individual sites caused compliance-related challenges, and made it difficult to adopt corporate policies.

SOLUTION: EPAY Handles the Nuances of a Complex Labor Environment

EPAY's time and labor management system was implemented across the enterprise to handle the complexities and nuances of the company's distributed labor environment. The functional scope of the project spanned employee scheduling, time collection and approval, accruals and balance management, time off requests, attendance control, labor distribution, prior period adjustments, single sign on, and reporting. The new vision incorporated the following goals:

- Move hourly employees to automated time collection, and pay them based on



HIGHLIGHTS

QUICK FACTS:

- Top 10 Foodservice Management company
- 45,000 employees across 3,000 locations

PROBLEM:

Workforce management processes were inconsistent, and the lack of automation around paystub distribution cost the company \$500,000 annually.

SOLUTION:

EPAY's time and labor management system was implemented across the enterprise to handle the complexity and nuances of the company's distributed labor environment.

actual time worked instead of time scheduled.

- Automate time and attendance in a way that encourages the use of employee and manager self-service and requires fewer manual calculations.
- Use technology to move the company toward greater use of real-time data and analytics.
- Ensure seamless interfaces between the company's corporate HR, payroll, work order and general ledger systems.

RESULTS: Costs Are Slashed

A reduction in labor costs was realized immediately during the initial pilot stage. The new workforce management process, with help from Blueforce, produced significant results:

Tracking employee time and attendance reduced labor costs.

- Initial pilot yielded a reduction of total labor costs by over 3%
- Cost to distribute paystubs was eliminated
- Processing time at the location level was reduced from up to 8 hours down to 20 minutes

Technology replaced manual time and attendance methods.

- Elimination of manual processes reduced risk
- Elimination of manual time entry and approval reduced monthly labor costs
- Elimination of human error and time theft reduced labor costs
- Ability to print paychecks onsite eliminated third party distribution costs

Standardization for time collection, approval, and payroll processing improved workforce management.

- Automated all pay-rule calculations based on employee punches, holidays, absences, and other events
- Covered 100% of union rules without significant customization
- Automated all accruals and balance tracking based on collective bargaining agreement contracts
- Automated all attendance tracking, linking violations with alerts, which inform HR of violations
- Ensured that front-line managers approve timesheets
- Ensured that gross hour exports follow a defined and controlled process with safeguards in place prior to receipt in the payroll system

Common support structure increased efficiency and effectiveness.

- Enabled centralized monitoring and control of pay rules, accrual policies, and other business logic
- Helped HR administrators and supervisors be more productive, thanks to automated attendance policies
- Centralized administrative support resources and helped HR's effort to standardize and improve local workforce management processes
- Reduced time and attendance management FTE's by 60%

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 and 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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