

AN EPAY CASE STUDY

ISS Turns to EPAY's Time and Attendance Solution to Improve Labor Compliance and Reduce Costs



COMPANY OVERVIEW: ISS is one of the leading facility services providers in the world. Founded in Denmark in 1901, the company offers a wide range of services including cleaning, support, property, catering, security and facility management services to clients across 55 countries.

By taking over non-core facility services, ISS allows clients to focus on what they do best: managing and growing their core business.

“What sets us apart is our ability to deliver services with our own staff,” says Anthony Lackey, Senior Vice President of Information Technology. “And our workforce management system plays a key role in our delivery of high levels of service.”

THE CHALLENGE: *Maintaining Wage and Hour Compliance*

Because its workforce is widely scattered over multiple worksites, ISS found it challenging to precisely track time and attendance, which made the company vulnerable to compliance violations.

While most employees were clocking in on an automated time tracking system, ISS faced some challenges. Employees weren't always properly compensated for overtime and meal breaks. Blended overtime was difficult to calculate correctly. Some employees were failing to clock out, and a small group of managers were changing employee time cards and work rates improperly.

“We needed to make sure employees were properly paid for actual time worked and nothing else,” explains Lackey. “Unapproved edits were costing us hundreds of thousands of dollars.”

In addition, staff spent too much time preparing payroll and issuing correction checks. And because they couldn't review overtime until the end of each pay period, overtime costs were high.

THE SEARCH FOR A SOLUTION

Determined to improve compliance and workforce management, ISS launched a search for “the most effective time and labor management system in the industry,” says Lackey. That system would not only ensure employees were paid correctly and on-time, but reduce payroll processing time and costs, yielding a competitive marketplace advantage.

ISS became interested in EPAY because it operates in real-time and is the provider of choice in the building services industry.



HIGHLIGHTS

COMPANY HIGHLIGHTS:

- Leading global facility services provider
- Provides cleaning, support, property, catering, security and facility management services
- Operates in 55 countries

THE CHALLENGE:

Improve wage and hour compliance, while cutting costs and admin time.

THE SOLUTION:

After searching for “the most effective time and labor management system in the industry,” ISS chose EPAY to accurately track time and attendance across diverse worksites.

At the same time, it sought a quotation from another leading time tracking vendor. However, that proposal equaled twice the cost of EPAY's and required a six to nine month implementation timeline, versus EPAY's three-month implementation.

THE CHOICE: EPAY's Time and Labor Management System

After comparing time and attendance systems, ISS chose EPAY's time and labor management system concluding it would not only improve compliance, but would be the easiest system for employees to use. In addition, ISS liked that EPAY's time and labor management system:

- Provides a complete audit trail, key in the event of a labor audit
- Makes it easy to import/export data
- Simplifies blended overtime calculations
- Integrates easily with existing HRMS, payroll and ERP systems
- Allows managers to create custom alerts
- Offers 24/7 customer support

Furthermore, ISS liked that EPAY offered mix and match data collection methods to fit its diverse work environments.

IMPLEMENTING BLUEFORCE

The rollout of EPAY's time and labor management system progressed according to plan. "It made a difference

that we had a dedicated support resource to oversee implementation," says Lackey, "And now we have an ongoing resource to optimize the system as we go."

RESULTS: Increased Compliance, Lower Costs

Since implementing EPAY's time and labor management system, ISS has seen a dramatic decrease in missed or incorrect punches and fewer managerial changes to time cards, resulting in improved overall compliance. Real-time analytics have made it easy to identify problems at their source and address them promptly.

In addition, audits are greatly streamlined. Since reports are readily accessible, the company saves time and money.

Furthermore, ISS is realizing savings in labor and admin costs. Because EPAY's time and labor management system allows ISS to manage overtime hours proactively, overtime costs have decreased. General managers are more engaged with the system and more eager to access data and reports.

"EPAY's time and labor management system allows us to push payroll processing where it belongs: in the field," says Lackey. "It not only allows us to maintain tight wage and hour compliance, but run lean in the back office, which improves our profitability."

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About EPAY Systems

EPAY Systems is a leading SaaS provider of seamless human capital management technology and services designed to help medium to large businesses manage their workforce in a lot less time and with a lot less work. Our solutions include recruiting and applicant tracking, new hire onboarding, benefits administration, HR management, time tracking, workforce management, payroll processing, tax management, ACA reporting and COBRA administration. 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.

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