

AN EPAY CASE STUDY

Building Service Contractor Shifts from Timecards to Automated Time Tracking to Enhance Labor Management



COMPANY OVERVIEW: Interstate Cleaning Corporation is a successful janitorial company servicing shopping centers, lifestyle centers, and office buildings nationwide. The firm,

headquartered in St. Louis, Missouri, has 2500 employees and services hundreds of client locations throughout the United States and Puerto Rico.

THE CHALLENGE: Managing Distributed Labor

Like many building service contractors, Interstate traditionally used manual timecards to track time and attendance. However, the company's philosophy is to employ state-of-the-art work processes and systems to ensure customer satisfaction and maximize efficiency.

Committed to delivering responsive, quality service to clients spread over remote locations, Interstate recognized that manual time-tracking didn't provide the proactive workforce management capabilities it required.

"We wanted to be able to manage labor on a real-time basis," explains Philip Gaudy, Interstate's Executive Vice President.

And because Interstate allocates contracted hours by location, it needed to ensure those hours were being used wisely. Labor makes up 70% of company costs. In addition, minimizing time theft—an industry-wide fact of life—was important.

Furthermore, processing manual timecards required a staff of eight employees, and data was always 15 days behind, which further impeded quality control.

THE SOLUTION: Choosing EPAY's Workforce Management System

After comparing several automated time-tracking systems, Interstate chose Blueforce™ from EPAY Systems because "it was one of the few systems that operated in real time."

Interstate selected EPAY's telephone time-tracking system, Fonen, as its primary data collection method, and soon added EPAY's biometric WalTer T11 time clocks at its larger worksites.

With Fonen, employees can punch in from any phone, which is ideal for small employee groups at multiple worksites. Employees clock in by calling a toll-free number and tapping a few keys.



HIGHLIGHTS

QUICK FACTS:

- St. Louis, Missouri-based janitorial company
- 2500 employees
- Servicing hundreds of locations nation-wide

THE CHALLENGE:

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THE SOLUTION:

Interstate chose Blueforce™ because "it was one of the few systems that operated in real time."

EPAY's telephone time-tracking system, Fonen, serves as Interstate's primary data collection method. The company also uses EPAY's biometric time clocks at its larger worksites.

Using Integrated Voice Response (IVR) technology, the system collects live timecard data and instantly uploads it to Blueforce, EPAYs cloud-based system, where supervisors can access it 24/7 from PCs and laptops. If employees call in from an unauthorized phone line, the system is flagged, offering time fraud protection.

The WalTer T11 time clock, on the other hand, uses biometric fingerprint recognition technology to avert time theft. About 20% of employees punch in via time clock.

The company is currently in the process of upgrading time clocks to the more robust WalTer T6 model, which also features a camera for added “buddy punching” protection.

A Smooth Transition

Interstate made the decision to “turn the switch on” across all locations on the same day. About 5% of employees initially resisted using an automated system, but within two weeks, 100% of the workforce was on board. Interstate says that it takes about 10 seconds for an employee to punch in.

RESULTS: Real-Time Transparency, Greater Cost Control, Reduced Expenses

Gaudy maintains that, because of EPAY, Interstate has attained “real-time transparency into our workforce.” At any moment, supervisors can see which employees are clocked in where.

They can also make proactive decisions, because “at any time, we can tell you where we stand in terms of budgeted hours.”

Interstate has concluded that the system deters about 99% of potential time theft. Employee tardiness levels

have also decreased.

Says Gaudy, “It’s helped at every single location.”

In addition, the company has reduced payroll-related administrative expenses. The once eight-person team now consists of two employees, despite the fact that Interstate has grown substantially.

According to Gaudy, automated time-tracking allows clients to feel confident that they are receiving good value for their contracted hours. In fact, Interstate now includes details about its time and attendance system when preparing proposals for potential clients.

ADDITIONAL WORKFORCE MANAGEMENT BENEFITS: Ensured Compliance

Interstate is meticulous about maintaining labor compliance, and Blueforce helps Interstate accomplish this at both the state and federal levels.

As its name suggests, the company operates in multiple states. As a result, it requires a system that can juggle multiple sets of wage and hour regulations, which Blueforce does.

Interstate also plans to leverage the system’s ACA Toolkit to help meet Affordable Care Act requirements. The toolkit includes reports, calculators, and manager alerts, which send immediate notifications when worker hours approach pre-set thresholds.

This will help further contain costs and maintain compliance.

In summary, says Gaudy, “Mechanized time tracking gives us an edge. Mechanized systems are good for BSCs and for our clients’ peace of mind.”

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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 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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