



## A Healthy Bottom Line: Medical Equipment Services Company Improves Time and Attendance Process; Improves Productivity

When a medical equipment service company assembled employee time and attendance with an outdated solution, they were unable to maintain electronic archives of employee data. They also experienced critical technical flaws with the system. Now, Attendance Enterprise from InfoTronics addresses these issues, and helps the company streamline the entire time and attendance process.

### About The Scope Exchange

The Scope Exchange (Greensboro, NC) is an independent service company dedicated to the sales, purchase, maintenance, repair and refurbishment of medical instrumentation. The company's expertise is with flexible and rigid endoscope systems, power systems and specialty/surgical instruments. The Scope Exchange currently serves more than 750 healthcare institutions, supporting these organizations in their efforts to effectively manage and maintain medical equipment inventory while reducing expenditures.

### Limitations of Past Methods

In past years the medical equipment service company assembled employee time and attendance data with an automated solution that did not offer full capabilities or timely vendor support. As an example, the company was unable to fix a major system glitch in which the time and attendance program simply did not run on several PCs or poll clocks correctly. Calls to the vendor were often not returned for 3 to 4 days, and even when a support rep called back they were unable to fix the issue.

Nor could the older solution handle the volume of employee records. Even with a small number of hourly employees, The Scope Exchange was forced to print hardcopy time cards for archival and purge electronic records every six weeks when the system generated insufficient memory warnings. This meant that the company could not easily access archives of employee labor data. The Scope Exchange considered this a critical liability issue, and began searching for a more robust and capable time and attendance system.

### Selecting Attendance Enterprise™

The Scope Exchange turned to their payroll provider, Paychex, for assistance in locating a time and attendance solution that would address the past challenges, and offer the company much needed reporting and labor management. The payroll provider suggested Labor Strategy (Greensboro, NC) and InfoTronics industry leading time and attendance systems. The experts at Labor Strategy worked with the medical equipment company to implement Attendance Enterprise, a scalable time and attendance system offering flexible pay rules, scheduling, labor budgeting, benefit accruals and a variety of data collection.

Based on The Scope Exchange's structure and pay rules, Labor Strategy configured and integrated the system in a few weeks, and once implemented in late 2005, helped the company achieve key improvements.



Most importantly, Labor Strategy offers immediate, responsive support and service. With the intuitively designed system, training was effortless and users were up and running in a matter of days. Attendance Enterprise is based on a SQL database, and easily handles the volume of employee labor data archives without any issues. This solves the archive problems faced by the company in previous years.

### **A Streamlined Process**

Aaron Cope, IT Operations Manager at The Scope Exchange, notes further improvements, “Switching over to Attendance Enterprise streamlined the entire process – starting when employees begin their shifts at the proximity clocks located at the entrances into the building. Labor Strategy helped us integrate time and attendance tracking with the existing security scan readers, so employees now only carry one badge for both time and attendance and security access.”

Another stand-out benefit is the reporting of paid time off. In the past, employees interrupted the payroll clerk each day to inquire about their remaining paid time off benefits. The clerk tracked these balances separately in a spreadsheet, which necessitated double data entry and accuracy checks. Now, employees have this information right at their fingertips. Attendance Enterprise uploads employee balances directly into the clocks at the end of each pay period, so employees can simply push a function button right on the clocks and see paid time off balances. States Cope, “Employees like this feature and trust that these balances are accurate and up to date. The payroll clerk is more productive as well, no longer hand-calculating balances, or stopping what she was doing to respond to employee inquiries each day.”

### **Productivity Improves**

Other productivity improvements include automatic tracking of exceptions, showing employee tardies, absences, and missed punches. With the previous system, there was no way to track such reports in a timely manner, thus problems were only addressed weeks after they happened. Now, the payroll and HR administrators automatically run reports on a daily basis, and monitor exceptions in real time in order to catch attendance issues as they happen.

Pay period totals export much easier than in the past, and the payroll clerk is able to transfer the data to a text file without pausing for accuracy checks as she did in the past. Top management has also benefited from the new system, with the availability of real time overtime reports for better allocation of labor.

Cope concludes, “Labor Strategy and Attendance Enterprise have worked to increase our employees trust that their labor data is being tracked accurately. Plus, we were able to totally eliminate the error-prone and faulty methods of the past. We are in a better position with the archived time and attendance history, and have eliminated the past bottlenecks.”

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