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CASE STUDY | Retail

At a Glance:

- A rental equipment company reduced overtime 70%, virtually eliminating any unnecessary overtime throughout 10 locations.

- The company cut in half the administrative burden once needed to schedule and track employee labor.

- Key to these achievements is the Attendance on Demand time and attendance solution that tracks employee labor and wage information over the internet.

- The online service monitors employee tardies, overtime, missed punches and other labor activity in real time.

A Real Time View

Time Tracking Service Helps Cut Overtime Costs by 70%

A rental equipment company reduced overtime 70%, virtually eliminating unnecessary overtime throughout 10 locations. In addition, the company cut in half the administrative burden once needed to schedule and track employee labor. Key to these achievements is Attendance on Demand time and attendance solution delivered as a Software as a Service. The service tracks employee labor and wage information securely over the internet. Supervisors and HR staff easily monitor employee tardies, overtime, missed punches and other labor activity in real time.

Attendance on Demand tracks employee labor and wage data for nearly 100 hourly employees located in 10 locations securely over the web, and streamlines what was once a manually intensive process.

About RentalMax

RentalMax is the largest general equipment rental chain in Chicago, Illinois. The company maintains an extensive inventory in each of their 10 locations to serve contractors, businesses, community organizations and others.

Manual Methods

Previously, RentalMax tracked time and labor data for their nearly 100 hourly workers with a manually-intensive process. Counter staff, drivers, maintenance workers and other hourly employees clocked in and out using a retail business software system. However, to prepare for bi-weekly payroll, the store managers used a homegrown spreadsheet to assemble end-of-payroll totals.

At the end of each pay period, each of the 10 stores then emailed the spreadsheets to the Wheaton, Il.-based administrative office, where the HR manager again rekeyed the totals to prepare for payroll. It was time consuming, since the administrative office had to manually key and review 10 separate pay batches each period to cut checks.

Store managers scheduled employees differently at each location. Some managers scheduled staff using paper sheets; others used a homegrown spreadsheet. Managing employee paid time off was another challenge. Each location used a different method – ranging from paper forms and complex approval processes, to in-person requests for the paid time off.

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An Administrative Challenge

A key limitation with the previous methods was the time it took to track time and labor data. Notes Karen Laccone, RentalMax HR Manager, "Essentially, the process was only efficient at punch in. After that, we were forced into duplicate-data entry, chasing down missed punches, and double checking balances by store location each payroll period."

In addition, there was no easy way for store managers to review or monitor exceptions such as tardies or missed punches. Overtime trends were hard to spot, and any problem behaviors were only noticed several weeks after they occurred.

Accuracy was another concern. With the manually-intensive process, it wasn't unusual to miscalculate employee paid time off. This meant the administrative office issued employees petty cash checks to make up for any paid time off not reflected in their paychecks.

A New Approach

To overcome these and other limitations, RentalMax selected Attendance on Demand, a hosted time and attendance service that automates time and labor management.

RentalMax appreciated the fact that there is no software to buy, no upfront investment in licenses, no servers or hardware, and no need for costly maintenance. The per-employee subscription fee was also cost effective.

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Punch to Payroll

Now, employees still clock in and out at PCs at each of the location, but the Attendance on Demand system automates the entire process from punch to payroll. Instead of duplicate data entry, the system exports payroll totals to the payroll system each period without any manual intervention.

Notes Laccone, "In past years it took 5 hours each pay period to review the emailed spreadsheets for missed punches or other problems before I could calculate totals for the payroll system. Now, Attendance on Demand exports the totals directly from each location, and I'm confident paid time off and other exceptions are tracked accurately."

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Improved Cost Control

RentalMax is also better able to manage payroll costs. A simple dashboard highlights important information such as overtime per location, allowing the company to easily drill down to take action before the pay period ends. This real-time view has helped the company reduce overtime 70%, virtually eliminating any unnecessary overtime.

"We're confident that overtime is lower than it has ever been in 12 years of operations," said Laccone. "We see up-to-the-minute labor costs by location, and supervisors take any action needed to reduce unnecessary overtime."

Another big plus is automating employee time off requests at each store location, which eliminates the paperwork and confusion of past methods. Supervisors easily check which employees are already scheduled off, and see in one place any factors that affect their approval decision. This eliminates the need for petty cash checks once needed to remedy miscalculation of paid time off.

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Accurate scheduling also helps maximize the effectiveness of the RentalMax workforce. Improved scheduling means supervisors can schedule both effectively and quickly, matching staffing levels to the activity of each store.

Real Savings

In all, the improved methods translate into real costs savings. RentalMax estimates that the reduction in unnecessary overtime alone helps them easily get a return on the affordable per-employee monthly Attendance on Demand subscription fees.

Concludes Laccone, "In essence, Attendance on Demand lets me do more meaningful HR work than the data entry I did in past years. Without the administrative burden of preparing payroll, the store managers and I have more time to look at the big picture related to HR cost savings."

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