



CASE STUDY

Services

### Summary

North Carolina-based Overhead Door Company recently cut the administrative costs of tracking employee time and labor by half. The HR office switched to an intuitive internet-based time tracking system and telephone time collection to automatically track pay codes and labor from remote installation technicians. The company streamlined paid time off tracking and more easily complies with FMLA record keeping. The company enjoys cost-effective per-employee subscription pricing, and avoids any hassles with software upgrades or maintenance.

# Opening the Door to Savings



## Building Supplier Cuts Cost of Employee Time Tracking by Half

Overhead Door Company provides quality residential garage doors, commercial doors and dock equipment to commercial contractors and builders based in the North Carolina region.

The company employs over 100 workers in five locations throughout the state, including residential and commercial installation technicians; service technicians; warehouse staff; administrative and other staff.

### Tracking Remote Labor

In previous years, the Charlotte-based corporate office used an outdated time tracking service which was cumbersome to operate.

Explains Tiffany Williams, HR Associate, “With the old system it was difficult to track the weighted average pay rates of workers out in the field. We could not track contract hours very easily. I had to manually key in the data from the techs out in the field, which took a lot of time and effort when closing bi-weekly payroll.”

Attendance on Demand helps the company track employee labor and wage data for employees securely over the web, and automates what was once a manually intensive process.

The company faced other administrative challenges including record-keeping to track Family & Medical Leave Act (FMLA) eligibility. FMLA allows eligible employees to take off up to 12 work weeks in any 12 month period for family and medical reasons. In past years, the company set up a homegrown spreadsheet to manage FMLA eligibility. It was an extra step to take each pay period, necessitating double data entry and manual handling.

The process of managing employee paid time off was another issue. The HR office built and used a separate spreadsheet to manage vacation requests and paid time off eligibility. Employees requested vacation approval using handwritten notes. It was an administrative challenge to accurately manage employee approvals and scheduling.

### Improved Methods

To overcome these challenges, Overhead Door Company turned to Labor Strategy (Greensboro, NC) time and labor management experts, who suggested Internet-based Attendance on Demand.

Attendance on Demand is a web-based time and attendance service that automates complex labor management. The company 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.



## Remote Labor Tracking

Attendance on Demand helps the company track employee labor and wage data for employees securely over the web, and automates what was once a manually intensive process.

As an example, installation techs simply use their telephone to track paid time right from the field. Attendance on Demand automatically tracks pay codes and pay class without any intervention. Workers can even transfer to another job using the phone system, and the double data entry back at the HR office is a thing of the past.

## Employee Self Service

Attendance on Demand also reduces the burden on the HR office with Employee Self Service. Employees have convenient access to their attendance information right from their PC, letting them punch, transfer and access their schedule, and archived time card information themselves.

The company automates employee time off requests, eliminating the paperwork and communicating essential information to both the manager and the employee. Employees check whether other employees are already scheduled off, then request time off through Attendance on Demand. An email notifies the supervisor of a pending leave request. The supervisor's dashboard also indicates a pending request. The entire process is accurately and automatically managed.

## Custom Reporting

Noted Williams, "The experts at Labor Strategy helped us customize the system to fit how we work — making it easy to pull up employee roster by location; time cards; vacation reports; overtime; and other key information."

As an example, the HR office simply clicks to see real-time labor metrics by location. In past years, each of these reports had to be built by scratch, with a data export routine. Reports were often out of date by the time the report was generated.

## An Overall Advantage

All told, Overhead Door Company cut the time preparing bi-weekly payroll from about 3 hours each pay period to just under 20 minutes.

The company experienced significant administrative cost reductions as well. Concludes Williams, "We track time and labor for half of what we were paying with the old system. Plus, I'm not spending hours each pay period with manual calculations. I have other responsibilities to address, and the new methods free me up considerably."



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