# InfoTronics
## Employee Attendance Systems

# Marketing Services Company Streamlines Employee Attendance Tracking; Reduces Time Spent Preparing Weekly Payroll

*"Our employee time and attendance process is significantly improved. There are days we can say timesheets are perfect!"*

A marketing services company cut the time once spent tracking missed employee punches. The company replaced faulty time clocks with state-of-the-art proximity readers which automatically collect shift start/end times, and instantly confirm accurate data collection. Using breakthrough web-enabled technology to access real-time employee attendance data is available. Reports monitor overtime and vacation without manual intervention once needed in the past. The firm also enjoys a high level of support from their local technician. The key to these and other significant achievements is Attendance Enterprise, a web-enabled time and attendance management system from InfoTronics, Inc., and local InfoTronics dealer Labor Strategy, LLC.

## Problems at Clock-in

When the North Carolina-based internet marketing company used a previous automated system to collect employee time and attendance data, the problems started when each of the nearly 150 employees tried to swipe their cards at the time clocks at the beginning and end of shifts, or for breaks. Warehouse staff; customer service representatives, and call center staff would swipe a bar code card at the clocks, yet often , the clock did not accurately register the information.

The payroll department was forced to regularly check the system for missed punches, and then took the time to follow up with employees who insisted that they had clocked in. It was quite inefficient.

## Vacation Tracking Problems

The previous system did not adequately track employee vacation times. Employees are issued vacation days according to a complicated daily and monthly rate, based on seniority. The previous system did not let supervisors or employees view vacation time balances.

The payroll department cobbled together a manual spreadsheet to track vacation hours by employee, which was tough to do accurately. Employees and supervisors often had conflicting ideas about available vacation benefits, since control sheets were often inaccurate.

## Poor Service

The marketing company was also frustrated with the responsiveness of customer service provided by the previous vendor. The vendor was not based in the local area, and when the company called about the faulty time card readings, they had to explain the situation to whoever answered their phones.

Training was also an issue. The national vendor did not offer training services for new HR staff. Any new administrative staff were left to themselves to figure out the time and attendance software.

## Looking for a Better Way

To solve these and other challenges, the service company turned to Labor Strategy (Greensboro, NC) and industry leading time and attendance systems from InfoTronics, Inc. (www.infotronics.com). The experts at Labor Strategy helped implement Attendance Enterprise, a scalable time and attendance system offering flexible pay rules, automated payroll export, comprehensive reporting, and industry-standard data collection.

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

Most importantly, Labor Strategy offered immediate, responsive support and service. With the intuitively designed system, training was effortless and users were up and running in a manner of days. The locally-based team of technicians became familiar with the firm's unique pay structure, and supported the company through-out the installation and beyond.

## A New Approach

Now, employees use InfoTronics proximity readers to punch in and out at shift start, end and breaks. The proximity device emits a radio frequency, which identifies employees to the time clock. The new clocks support real-time operation, instantly confirming that punches were accurately collected, and sharing data with Attendance Enterprise so supervisors can instantly see the results of the employee transactions.

This process totally eliminates the past problems with the faulty bar code readers. According to the payroll coordinator, "We have gained a tremendous advantage. We no longer chase down employees for missed or double punches. The clock confirms punch collection with a simple green light, and both our employees and supervisors have confidence that the clocks are operating efficiently."

## Improved Reporting

Customized reports easily show vacation benefits by divisions, branch or depart-ment, without any manual processes as in the past. Attendance Enterprise applies the complex vacation policies fairly, and employees and supervisors have full confidence that the information is accurate.

Attendance Enterprise easily generates archive reports that show a recap of employee time and attendance by department; weekly punches; and exceptions. The previous system only displayed current and previous pay period totals. Any data showing employee chronic tardies or missed punches was simply not available.

Now, archive reports give managers a sense of problem attendance behaviors that can be addressed in a timely manner. The company also notes that archive reporting helps in case of employee litigation. They simply did not have records regarding employee attendance history without timely manual intervention, and for any questions regarding employee attendance, management can now access an exact level of detail.

## Overall Benefits

According to the service company, the Attendance Enterprise system has taken the hassle out of employee time tracking. "Our employee time and attendance process is significantly improved. There are days we can say timesheets are perfect!" Just as significant is having access to local, expert technicians. Concludes the payroll coordinator, "The responsive service we get from Labor Strategy is so helpful. While we no longer have the same equipment problems, if we do need any assistance or training, Labor Strategy technicians come right to us and take care of us immediately. This level of support is a big plus."

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