



Sophisticated Software Allows Collection Agency to Save Time Collecting Data

The Beginning

With 74 years experience in the industry, Evens Time, Inc., based out of Indianapolis, has learned what it takes to be a successful value added reseller (VAR), specializing in areas of parking control, access control, and Time & Attendance. “We look for several main strengths in the manufacturers we represent,” explained Sherry Evens, President of Evens Time. “Obviously we look into the depth and breadth of the products, but more importantly we look for partners that have an organized approach to training sales people to conduct demonstrations. We also want partners that will actively respond to customer service representatives when support is needed and/or to install a new client with the system.” So when it came time to look for an additional Time & Attendance solution, these were just a few factors that led Evens Time into a strategic partnership with SaaS.com.

“Lower end Time & Attendance products like manual time clocks and those that simply license software, which support only one clock are a dime a dozen,” stated Evens. When it comes to support, scheduling and labor distribution, the organization gets a lot pickier. “We were very impressed with the responsiveness and organized approach SaaS.com took in training both sales and technical employees. They are head and shoulders above any other vendor particularly in that aspect.”

Along Comes Senex

One client that Evens Time saw as a strong fit with SaaS.com’s solution was Senex Services Corporation, an Indianapolis collection agency in the healthcare industry. “Senex is unique because it is a call center with a very high turnover rate,” explained Evens. “It was in need of a new solution primarily because its previous one was continually going down and lacked the necessary support to back the system.”

Among other factors, with a Time & Attendance system experiencing down time, Lorinda Lentz, Director of Human Resources for Senex, had concerns that data was being tracked inaccurately. “We had serious issues with the system taking three to four minutes just to clock in or out, so therefore data couldn’t be accurate. We knew our old solution was outdated and I felt it was just a matter of time before it crashed. We needed to do something,” stated Lentz.

Working with Evens Time for six years prior, Senex was confident the organization would be able to provide a more efficient solution. Evens Time presented Senex with SaaS.com’s solution, which it coined MyTimeAccountant under a private label model. Lentz explained, “One of the major factors that really sold us on MyTimeAccountant was the integration with payroll. Previously we had to run reports and manually input hours into payroll. We realized that much, if not all, of the dual manual entry of data would be eliminated with this new solution.”

End-user Profile

Company
Senex Services Corporation

Industry
Collection Agency

Headquarters
Indianapolis, Indiana

Problem
Excessive resources allocated to time-consuming administrative tasks.

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Senex's Challenges

As an organization with hourly and salary employees that also tracks breaks and lunches, Senex was experiencing a large portion of the workday dedicated to back end tasks, such as manually tracking accruals and Paid Time Off (PTO), correcting missing punches, and reviewing timesheets. "Overall for the company per pay period, it would take at least a couple hours to go back and fix punches. This happened on a regular basis, affecting at least one or two employees per pay period every two weeks," stated Lentz.

With Senex's previous solution, the organization was required to track accruals manually in an Excel spreadsheet. "Each month we would spend four to five hours ensuring all numbers matched correctly and the right accruals were given, double checking everything along the way," Lentz explained. "The system was just not savvy in terms of filtering by certain criteria if someone was late, just had PTO, was scheduled or not scheduled, etc. It was not sophisticated enough in gathering those reports."

The Solution

One feature that is now available to Senex through SaaS.com's system is the notifications module. The organization has experienced significant gains from setting up various notifications, in particular for missing punches. When there is a missing punch, both Lentz and the employee whose timesheet has a missing punch receive a notification. Lentz added, "For example, this week was payroll week. I had about seven notifications that there were missing punches. Because they were all corrected before submitting to payroll there was really no work on the payroll side to get timesheets ready. With each pay period, there used to be at least one or two employees with missing punches that would make it through payroll, but since implementing MyTimeAccountant we've reduced payroll errors by 100%."

Other notifications Senex set up are for birthdays, anniversaries and reviews. "We have notifications sent out to all employees when there is a birthday or anniversary, which has helped improve company morale. Not only does it state the birthday or anniversary, but the system adds attenuators. So instead of stating, 'Please join us in celebrating Mary's anniversary,' the system generates an email stating, 'Please join us in celebrating Mary's 10th anniversary.'"

The four to five hour process that was previously required to track PTO and accruals was significantly reduced to only a half hour after implementing MyTimeAccountant. The system allows Lentz to run this report with the click of a button. "I just quickly scan the numbers for any errors and double check balances. In addition to accrual balances, we also create a report for accounting for any associated expenses, which used to take a long time in itself," Lentz explained. "With MyTimeAccountant, we still double check, but it's not as necessary to do every single line anymore. Eventually, I expect we'll just look at the totals and spot check three or four employees."

Senex has also been able to streamline the tracking of paid and unpaid breaks. Its previous solution was inaccurate in that if an employee went over their paid break, the system would consider the entire break as unpaid. With the Late/Early/Absent report, the organization no longer has to manually figure out the different rates associated when a break goes from paid to unpaid. Working with SaaS.com, Evens Time was able to create a tailored report for Senex to reflect the respective rates and time periods after which a break would become unpaid, so a break is unpaid only for the amount of time the employee goes over.



Sherry Evens
Evens Time, Inc.

Sherry Evens is President of Evens Time, Inc., a value added reseller of time and attendance, and parking and access control systems. She has been selling since 1986 and moved into management in 1999. Evens is also currently Vice President of the Independent Time & Labor Management Association (ITMLA), formerly the National Time Equipment Association (NTEA).

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Additional Benefits

Integration Filtering

Because of the integration capabilities, Senex has been able to eliminate numerous manual processes, particularly aspects of the payroll process. "We've cut off at least three hours of work processing payroll because of the automation and integration of MyTime Accountant," explained Lentz. "We've also seen payroll savings of at least three thousand per year, and PTO balances and accruals of at least five thousand per year."

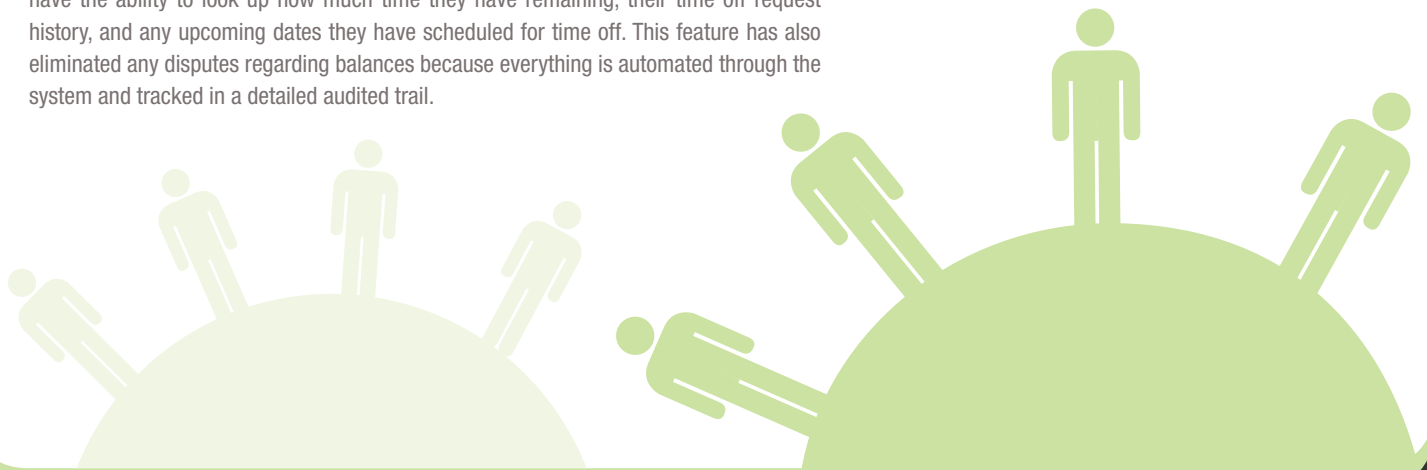
Through this automation, Senex is also enabled to focus on the core of its business. "We're here to collect money, not worry about time, who took a break already, who has PTO scheduled, etc." added Lentz. "These functions have become a lot more behind the scenes versus up front. It's nice that employees can just go into the system, clock in and out, and then when it's ready for payroll, there is no long drawn out process that requires us to stop everything that we're doing. We're now able to focus on the business of our business."

Improved Communication

Internal communication for Senex has been improved through the system because it allows managers to look at the company calendar to find out how many people have off and who has which days scheduled off. "I've also taken advantage of this feature to find out if a certain employee has off on a Friday, I can give them their check the Thursday before," added Lentz.

MyTimeAccountant has enabled employees to be more up to speed regarding their own accrual balances as well. Rather than taking time out to speak with someone else, they have the ability to look up how much time they have remaining, their time off request history, and any upcoming dates they have scheduled for time off. This feature has also eliminated any disputes regarding balances because everything is automated through the system and tracked in a detailed audited trail.

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