

Case Study

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CASE STUDY

Non-Profit Trims Costs 35%, Cuts Processing Time in Half



The YWCA Central Carolinas has served the residents of Charlotte, N.C., and surrounding areas for more than a century. The goals of the non-profit organization are to eliminate racism, empower women and promote peace, justice, freedom, and dignity for all through a variety of activities, events, and programs in several locations across the community.

Like most mission-driven organizations, the YWCA relies on a lean but incredibly busy team of professionals who wear many hats. Employees want to minimize the time they must devote to activities not directly related to the organization's education and enrichment goals. This includes time and attendance tracking and reporting.

About YWCA Central Carolinas Of the 80 employees of the YWCA Central Carolinas, a little more than half are hourly. The organization had been using a web-based system to track time and attendance, where employees were able to sign in and out from computers located at their work sites. However, the system the company had been using was extremely costly and did not allow flexibility in some key areas.

Over time, the organization was able to work around some of its legacy system's "quirks." Yet, according to YWCA Central Carolinas Finance Manager Teresa Cerda, there came a point where management realized there must be more affordable options that could provide the same, if not more, flexibility and functionality.

30 January 2013

attendance
ON DEMAND

for us. Not only does it cost 35% less than our previous system, it includes additional functionality that the 'legacy' solution never provided," Cerda said.

Improved Accuracy in Tracking and Reporting Attendance on Demand provides detailed information that helps YWCA management make better workforce management decisions. Employees record time at Employee Self-Service kiosks and managers can easily view details such as attendance by location, overtime, and more. The system correlates actual time and attendance directly with what has been budgeted, so users have up-to-the-minute knowledge of the company's HR-related financial performance.

Became Attendance on Demand is cloud-based, management can quickly and easily log in to the system from anywhere with internet access to check if employees are on the job and to locate where they are working. This is particularly helpful for the YWCA, with its

“Attendance on Demand is perfect for us. Not only does it cost 35% less than our previous system, it includes additional functionality that the 'bigger' solution...
—Teresa Cerda, YWCA

The organization turned to Labor Strategy for assistance in reviewing other time and attendance solutions, and the labor management firm recommended cloud-based Attendance on Demand. The YWCA determined that the solution suited its needs perfectly.

More Value Plus Affordable Cost According to Cerda, Attendance on Demand integrates well with the company's existing payroll solution and the other systems it uses for workforce

“...it used to take two-and-a-half hours to process payroll each pay period before, it now takes only one-and-a-half hours to run all reports, process payroll, and track everything to budget!”
—Teresa Cerda
YWCA Central Carolinas
Finance Manager

with each activity, so the fitness directors who oversee the instructors must track time closely and link it to the various activities. In the past, there was no way for the directors to identify which activities the instructors were performing when the time and attendance information was entered. The finance manager had to go back and manually enter the time spent

process payroll each pay period before, it now takes only one-and-a-half hours to run all reports, process payroll, and track everything to budget.”

With Attendance on Demand's automated features, Cerda merely has to import all hours worked. Time is automatically rounded to the nearest hour; no additional calculations are needed to apply rate codes or rounding.

The bottom-line effect on productivity is dramatic. Cerda estimates that as a result of these efficiencies, YWCA Central Carolinas now spends 40-50% less time recording and processing time and attendance data.

The flexible Attendance on Demand solution is exactly the right fit for the YWCA, allowing the organization to minimize the time it spends on administrative activities—and focus more resources on its higher-level mission. ■

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