



How ExecuTime™ Software Saved Time and Money While Improving Customer Service

Employee time management and meeting payroll deadlines is hard enough in the average workplace, but it's a whole other situation when your total number of employees fluctuates seasonally up or down by roughly 500 part-time and full-time workers. Add to that a working environment that spans over 25,000 acres and keeping track of your staff moved to a whole new level of complexity. That was the situation facing Sharon Christianson, Payroll Coordinator for Three Rivers Park District in the suburban Minneapolis /St.Paul metro area of Minnesota. First developed in 1957, Three Rivers



includes 29 park locations including reserve areas, regional parks, and special use areas visited by over three-million people per year. In 2005, Three Rivers issued 1,679 W2's but has only 320 permanent employees. The rest are seasonal employees.

On the IT side, Three Rivers utilized SunGard® Public Sector and their payroll application running on an iSeries to manage payroll and personnel. While Three Rivers loves using SunGard® Public Sector, they wanted to further streamline the process for entering employee time and data into their system.

"We had 15 data entry people who were trying to do time card entry," says Christianson. "Staff faxed time cards from all over for supervisor approval. It just wasn't an efficient way of doing payroll!" Christianson estimates that the time card entry team members spent three to eight hours every other Monday to enter time card information.

In addition to losing up to 60 work hours per week to wrestling with handwritten timecards, customer service also suffered as a result of this inefficient system. That staff members responsible for processing time cards also fielded phone calls and inquiries from park guests. "On timecard-entry Monday, many phone calls went directly to voice mail, if they were entering and proofing 200 time cards by the cutoff time, it wasn't possible to answer the phone."



Finally, Three Rivers had to deal with several other well-known inefficiencies of using paper timecards: misread digits, missing supervisor signatures, and late timecards resulting in handwritten checks.

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With good reason, a team was developed that included Christianson to begin searching for an automated, integrated

time management package that would save time and drastically reduce human error. It didn't take long for them to realize that ExecuTime Software time and attendance solution fit their needs exactly and had a lot to offer. "Because we're a government entity, we had to consider price," explains Christianson. "ExecuTime was very fairly priced for what they offered. Also, they had a partnership with SunGard Public Sector which was really inviting. Most of our needs could be met with the ExecuTime system."

Aside from the price comparisons and partnerships, customer service played a major role in the team's decision when selecting a time management solution. "From the beginning, we knew we'd get the kind of service we wanted from ExecuTime," says Christianson. "And they have not failed us at all. When I call/e-mail with a questions they're right there to help me."



But what about the big benefits? Time savings? Increased efficiency?



Three Rivers has replaced paper and handwritten time cards with highly efficient time management via computer terminals located throughout the park environment. With a majority of their employees currently using ExecuTime, they are already experiencing an increasingly streamlined payroll process.

Those benefits even apply to employees working in remote locations throughout the park system. At Three Rivers' request, ExecuTime worked with Selectron Technologies on an interface to their interactive voice response system. This allows staff members to punch-in and punch-out using a phone rather than traveling long distances to a terminal. ExecuTime also provided features for some unique needs that made the implementation process for Three Rivers employees and payroll staff even more effective. These features include:

- ExecuTime provides Three Rivers a 7.5 minute buffer on punch-in and punch-out times. So, if someone punches in at 8:05 AM, then the system records 8:00 AM. At their more remote locations, Three Rivers might have up to 50 employees lined up at a terminal at the end or beginning of a shift. This leeway keeps employees from being punished for circumstances they can't control.
- Three Rivers employees utilize many "project codes" to track work hours sourced from grants and project-specific donations. ExecuTime modified ExecuTime to allow Three Rivers employees to tag their hours to specific funding sources.

Needless to say, Christianson was more than satisfied while working with ExecuTime. "You know, every time I call looking for something new, they say 'Let us look into it. We don't think it will be a problem,'" says Christianson. "They have the can-do attitude."



In addition to the details associated with capturing time, there had to be a smooth integration between ExecuTime and SunGard Public Sector. As ExecuTime and SunGard Public Sector are already partners with a seamless integration, this was never an issue at Three Rivers. "If the supervisor has approved an employee's hours, the timecard entry team member hits the 'Move to Payroll' button in ExecuTime, and then I pull it into SunGard Public Sector. It takes seconds."



But what about the big benefits? Time savings? Increased efficiency? Decreased human error? While easy implementation, customization, and employee buy-in were critical, they needed solid ROI.

“There’s a lot more accuracy, there is no more mistaking a handwritten ‘6’ for an ‘8’. Plus, it makes the employee more accountable with their time.”

"We've easily saved 130 hours per month for manual data entry," states Christianson.

Through ExecuTime, Three Rivers can now dedicate those 130 hours back to servicing park guests and other vital functions rather than chasing down signatures and paper timecards. Also, ExecuTime makes it exponentially easier for managers and supervisors to track and report employee vacation time, sick leave, and holidays.

Even with all the time and money saving benefits, the thing Christianson keeps coming back to is customer service.

“I can’t say enough good things about ExecuTime. They’ve got a real can-do attitude and it’s been an enjoyable implementation.”