



## ExecuTime Increases Productivity for the City of Stillwater

When it came to tracking and reporting employee work time, the City of Stillwater, OK, wasn't radically different from a lot of city governments out there today. Though, to hear Lavicky talk about it, that wasn't necessarily a bragging point...

"Our work week runs from Thursday midnight through Wednesday midnight," explains Lavicky, Stillwater's Vice President of Information Technology. "So, on Thursday morning, when payroll has to be turned in, it used to be a madhouse trying to get employees to sign their timesheet, trying to find the supervisors to sign off on their timesheets, trying to get everything arranged alphabetically for payroll and getting it down there by the deadline."

The root cause of this weekly madhouse was a mixed system of antiquated time clocks (and the required accessories: paper cards, ribbons, etc.) and Microsoft Excel spreadsheets. All of which required huge amounts of manual operation to enter, track, and report work hours for roughly 500 city employees operating out of city hall and ten remote locations.

How huge? According to an internal study Lavicky states that the City of Stillwater annually paid between \$22,000 and \$24,000 just to cover the working hours required to manage their old time tracking system. In addition to that, they spent roughly \$2,900 per year on maintenance and supplies for the time clocks. Grand total: Stillwater spent about \$26,000 per year to track employee work hours.

The good news was that the city had a solid IT infrastructure that gave them room to explore their options in time management. Stillwater's network consists of 325 networked PCs, twelve different servers, and an iSeries 400 running SunGard® Public Sector Payroll. "We had to look for a more viable time management system," says Lavicky. "Fortunately, a bond issue went through for the renovation of city hall. We had already done some research to install a new time management system along with our security system when we moved into the new building."

Though Lavicky and his team knew that they needed a modern software-based time management system, finding one that fit all of their requirements while also providing flexibility wouldn't be easy. "We needed a system that would support PC-based tracking as well as clock-based tracking in remote locations that didn't have access to PCs," he explains. "Also, it had to integrate with our SunGard payroll system to reduce the margin of error in data entry and labor-intensive manual processes. Of course, being a government agency, we look at cost very carefully." The search for the right solution proved to be so frustrating that Stillwater's IT staff almost gave up. "In all reality, we had gotten to the point where we actually wondered if it was necessary to have time and attendance software,"

says Lavicky. "In other words, we considered staying with what we had."

That quickly changed once Lavicky connected with ExecuTime Software and saw a demonstration of the Time and Attendance solution. From a functionality standpoint, it had everything they needed including a tight, seamless integration with SunGard Public Sector and the ability to collect time and attendance data from multiple sources including PCs and time clocks. It didn't hurt that the price was right, too.

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*-Roy Lavicky, VP of Information Technology*

But for the City of Stillwater, the factor that won them over was the company behind ExecuTime. "We absolutely loved the staff," says Lavicky. "ExecuTime's staff is just absolutely wonderful. When you meet any one of them, you know immediately that they're a company that wants to do well for you."

Also appealing to Lavicky and his team was the fact that ExecuTime could be put in place gradually according to the City of Stillwater's schedule. This allowed Lavicky and his team to work directly with ExecuTime to study the city's hardware and software systems, gather feedback from different supervisors, create a detailed, customized implementation plan, and then roll it out to the city's various departments one-by-one without disrupting the normal flow of business.

"IT and the human resources were the first departments to go online with ExecuTime," says Lavicky. "It was really seamless and ExecuTime was here on site the whole time to help out." The City decided on a phased approach and added a new department each pay period. ExecuTime also gives each department the flexibility to gradually implement different product features according to their comfort level. "For some departments we might implement the 'clock in and out' feature for the first week and then add the 'requesting time off' feature the next week, and so on. We definitely try to make the departments as comfortable as we can."



What made the IT staff comfortable was the fact that ExecuTime Technologies stayed on site to make sure the installation and implementation was flawless. "They were absolutely great," says Lavicky. "I can't say enough about ExecuTime's staff, their presence, and their knowledge. ExecuTime runs really well and the interface between ExecuTime and SunGard is stable."

Lavicky has been equally impressed with ExecuTime's tech support as well. "Every time we've needed something it

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has been resolved very quickly," he says. "Hands down, it's the best technical support in a software company I've ever seen. They're courteous, timely, and willing to go the extra mile to please the customer. They make follow up calls to make sure that everything is working right. They're tremendous."

Of course, the final test for any new software/ hardware implementation is how it interacts with the end users and whether or not it delivers on its promises. As far as Lavicky is concerned, ExecuTime has scored a home run. In addition to a smooth installation, the new time management system has been widely accepted by staff and supervisors alike. "The biggest benefit is that we feel very confident that the information is accurate," says Lavicky.

Lavicky notes that ExecuTime has also made a difference with regards to lost time when employees come in a little late, leave a little early, or take a bit too long on their breaks. "You know, the five minutes here and the five minutes there slipped by with our old system," he says. "It really starts to cost something after a while. And ExecuTime has reduced that." And what about the \$26,000 that the City of Stillwater used to spend per year on time management and tracking? "Once we're fully implemented, I estimate that number will be cut by over 75%. ExecuTime is definitely saving time and preventing errors. Not having to manually balance the time cards and spreadsheets alone will free up one full-time person for two days every pay period. Not only that, ExecuTime allows our staff to be more productive with their time because they don't have to do all the data entry. I'd say that we'll realize full ROI in less than a year. That's pretty solid."



**Even better, what used to be a weekly payroll madhouse has been reduced to a five-minute process where supervisors quickly check and approve time sheets from within the ExecuTime system.**

ExecuTime has proved to be such a powerful time management tool that Lavicky and his team have started using it to track and report work hours for salaried employees. "We decided that this would be a good tool to look at work load statistics for non-hourly staff," he says. "And it's great because, in the past, it's been really hard to produce the documentation for proposing new staff members to help with the workload for these salaried people. Now, we can produce documentation to justify new staff, software, and other things that will make us more productive. It's pretty great."

As the City of Stillwater moves forward with their implementation, they only see the benefits and the ROI growing over time. Using ExecuTime to integrate time management with SunGard Public Sector Payroll has produced huge savings in both time and money while making life easier for staff, supervisors, and the IT staff simultaneously.

"If you work in the IT industry," explains Lavicky, "then you do realize that everything has a priority. We were ExecuTime's priority. They took care of us and were completely willing to accommodate our essential needs."

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Along with correcting the inefficiencies of the old system, ExecuTime provides a wide range of features that had not even been available to the City of Stillwater before. "One thing we didn't have before was a formal process on requesting leave," says Lavicky, "With ExecuTime, an employee can request time off and it generates an automatic email to the supervisor. The supervisor can track, accept, or reject requests while the employee can easily check the status of the request and see the days they've taken off in the past. It has reduced the paper trail and it has given us a uniform, centralized process to use and implement within the policies. So, the trends and patterns are very visible with this system. That's had a pretty huge impact."