

“Xora® and ADP® have greatly streamlined our payroll processes and that's exactly why we implemented the solution. Simply automating the time collection and data entry is great, but the solution has provided us much more knowledge about our field operations than we bargained for. We now have concrete evidence which allows us to easily resolve many issues that are reported from the field.”

— Laurie Tooles, Director of HR, Arch Realty

Arch Realty



At-A-Glance

- ▶ Reduced data entry by at least 8 hours per pay period
- ▶ Increased accuracy of time sheet data
- ▶ More efficient dispatching of maintenance staff for urgent jobs
- ▶ Improved accountability of field staff

Background

Arch Realty is the oldest and the biggest property management company in Ann Arbor, Michigan. A full-service property management company, Arch Realty manages over 3,000 units which consist of campus properties, apartment communities as well as commercial properties. With so many properties to manage, the company employs a large maintenance and grounds staff to complete the many service requests they receive.

Situation

Until recently, collecting and processing maintenance staff time sheet data was preformed manually. The field staff would record on paper time sheet data as well as job information, then fax it back to the office at the end of each day. These hand-written time sheets were error-prone, due to the illegible handwriting of some of the field staff. Often times the workers would even forget to send time sheets in at the end of each day and the office staff would have to spend time to track them down in order to process the payroll on time.

But the biggest issue Arch Realty faced was that of the massive amounts of data entry. In fact, it would take a bookkeeper several days to enter the all of the data for each payroll period.

Solution

Arch Realty deployed the Xora GPS TimeTrack® mobile workforce management solution, along with the ezLaborManager® payroll solution from ADP. Maintenance staff use the GPS TimeTrack application on their phones as a sort of “mobile time clock” to clock in and out from the jobsite and to enter in job

details such as the type of job being completed. The GPS TimeTrack information is the transmitted seamlessly to the ADP ezLaborManager system. The application also captures the location of the phone at the time of each entry, thus ensuring time sheet accuracy.

Also, with GPS TimeTrack, dispatchers can easily track maintenance staff locations. Rather than calling worker cell phones, dispatchers have access to web-based maps showing worker locations all day. Now, if an urgent job is comes in, dispatchers simply find the nearest available worker and dispatch the job to them.

Results

With Xora and ADP, Arch Realty was able to maximize payroll processing efficiency, increase maintenance staff accountability, reduce time sheet errors and also save time dispatching urgent jobs. By automating time sheet capture, they are saving at least one day of data entry per pay period for the office staff. Also, missing time cards are no longer an issue since the responsibility of submitting payroll data is now completely in the hands of the field staff.