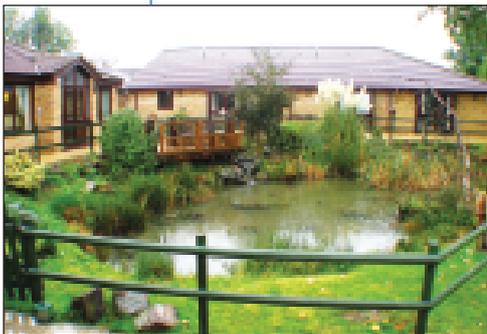# A case study on the implementation of easyLog's attendance management and payroll analysis system at a residential care home

In spite of working in IT before purchasing the Rose Cottage residential home in Broughton near Huntingdon, John Tillisch did not see an immediate need to introduce a computerised system to monitor and analyse staff hours. Although John was aware of the availability of solutions that could provide assistance in the scheduling of staff and payroll analysis functions at his thirty eight bed home, none he had viewed had inspired him sufficiently to make the investment and spend the time and effort to move away from an established manual system. "My staff turnover is very low for this industry and I trust their honesty over timekeeping. I therefore saw little reason to introduce any form of electronic attendance recording if it was only going to replace manual timesheets", he recalls.

Above: The Rose Cottage residential care home

Rose Cottage has a total full time, part time and bank staff workforce of around sixty five and operates with a sizeable range of pay rates. These identify work performed across daytime, evening and night time hours and also distinguish between those hours worked on week days and those at weekends. Manual calculation of these payments, using a spreadsheet analysis and cross checking with the staff rota, was taking on average around sixteen hours per month and could be prone to error.

Software Demonstration

It was therefore by chance that John Tillisch came across easyLog at a National Care Association event. With his background in IT, natural curiosity took him to the company's stand during one of the break periods where he viewed their e-Log+ attendance management and payroll analysis system. As John comments, "I asked specific questions about the functionality of the software in relation to the calculation of my home's payroll analysis. Refreshingly, I received clear answers that were visibly demonstrated on screen. I thought the price was reasonable for a complete system including staff clocking hardware and moreover it just seemed to provide an easier and more accurate option for calculating the wages."

The e-Log+ system that John had seen is designed to enable the automated production of payroll analysis information. It does this by comparing the attendance data of staff against a list of definable 'standard' shift times. If a match is found – within definable criteria – the software assumes that these hours should be paid at the relevant rate for the time and day combination on which the hours were worked. If no match is found the user is presented with a number of options to pay, part pay or disallow the hours of attendance. The software also provides the functionality to define the number

of anticipated or budgeted hours per job function per week and the weekly contracted hours of any employee. Reports automatically compare these figures against the 'hours to be paid' data and show a variance. This provides a check and control against the automatic payment of attended hours.

A month or so later the e-Log+ system was bought and the software and equipment duly arrived. Although easyLog provides on-site training, John decided that he had sufficient computer knowledge and experience to implement the product himself. This self-help approach would be supplemented when necessary by assistance from the supplier's telephone Support Desk. Indeed when called upon easyLog's backup service receives generous praise, "The support staff responded quickly and were very helpful in getting things set up especially in relation to the staff clocking hardware at first and then subsequently regarding the specifics of configuring the software to fit with the pay analysis I required", he comments.

Above: Some of the gardens at Rose Cottage.

Happy Customer

At one stage a copy of the software data was e-mailed to easyLog so that a member of the support team could run the analysis routine in parallel with Rose Cottage. This enabled the support team to have an exact understanding of the specific pay hours information that was expected and how, correspondingly, any required parameters needed to be adjusted or implemented to deliver this. As John Tillisch comments, "My dealings with easyLog have always shown that the company cares about its products and its clients and they want to make sure that I am a happy customer."

Although the software is designed to automate the process of wage calculation it also contains sufficient flexibility, in John Tillisch's opinion, to allow for inevitable human error, "Of course there are odd occasions when an employee forgets to record their attendance at the terminal. I found the 'Analyse Clockings' function very useful in reviewing the electronic timesheet data prior to running the analysis. It highlights any attendance anomalies within a period and suggests a 'best guess' clocking time which I can then accept or insert an alternative."

Payslip Accuracy

The integration of e-log+ into the administration processes at the home has meant that the calculation of the monthly payroll has moved in-house from being outsourced to a bureau. The payroll hours data from the e-Log+ software is exported into an Microsoft Excel™ spreadsheet and then transferred into the Sage™ payroll software application. easyLog provides an additional module to automate this process and this will be adopted in the near future as John Tillisch confirms his complete confidence in the data produced by the e-Log+ software, "There is no question about the integrity of the data that the application produces and I am happy to rely on the reports I'm getting. I receive the odd query from staff about their paid hours but I am able to quickly show reports and prove that the hours on any payslip are correct."

Indeed John is pleased to quote the fact that he is now producing his monthly payroll in half the time it previously took as a manual task. "It's both saving time and reporting very useful data in which I have complete confidence", he enthuses. "It has taken time, as I expected, to reach this point but the effort has been worthwhile."

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