



**Innovative
Business
Solutions, Inc.**

"A Payroll and Automation Services Company"

Robust Solution Cures Medical Center Previously Plagued with Complicated Manual Processes

The Beginning

Innovative Business Solutions, Inc. (IBS) is a payroll service bureau that services clients ranging from one to several thousand employees. This California based organization provides its clients with payroll, tax deposit services, and time and labor management solutions. However, the time and labor management solution it was previously providing was a client-installed application, also known as on-premise software. "The solution we were previously providing wasn't web-based and the functionality that came along with it was limited. The upfront costs were extremely high and there were still costly annual fees that had to be paid. The solution was only beneficial to clients that had a large number of hourly employees," stated Michael Averill, Implementation and Support Representative at IBS.

IBS began looking for a web-based time and labor management solution in 2005. "There were two main aspects we wanted in our new provider; first was the ability to supply us with hardware support and second was low up-front costs for the solution itself," said Eric Althuizen, IT Director for IBS. Before Althuizen was able to make a decision, a SaaShr.com representative approached IBS offering a strategic business partnership. By the end of the first quarter of 2006, IBS' staff finished the solution's training program and the organization was a full-fledged partner of SaaShr.com. All partnering organizations brand the solution in their look and feel. The name that IBS gave the solution was WebTime.

Along Comes Alliance

Founded in 1971, Alliance Medical Center is a non-profit, full-service medical center headquartered in Healdsburg, CA. The 106-employee organization has been focused on providing high quality health care services for the past 38 years. Alliance originally hired IBS as its payroll provider in 2004. "We hired IBS because it was a local organization that we heard good things about in the past," said Mark Street, IT Director of Alliance Medical Center.

In 2005, Alliance inquired about a time and labor management solution from IBS. However, IBS was not confident that the solution it was providing at that time could cover the necessary pay rules and exceptions Alliance required. So, Alliance continued to use its previous solution, which included paper timesheets.

Upon partnering with SaaShr.com, IBS was still primarily focused on providing its payroll offering. IBS needed to capitalize on the new offering it attained, so the organization hired Michael Averill. His role was to take the lead on building up the client base on the organization's new time and labor management solution and then supporting any needs those clients had.

In late 2008, Alliance began looking for a time and labor management solution again that would integrate with the payroll software it was using. "We looked at several different solutions, but decided that the best match for us would be IBS' WebTime," stated Street.

"Alliance was one of the biggest groups I've ever given a WebTime demonstration to. There were five or six executives and six or seven other employees in the room. They came prepared with a long list of questions covering a wide array of topics and current issues. They appeared to be surprised time after time as I was able to demonstrate how WebTime could handle each of their needs and more," explained Averill. "Everyone in the room was a salaried employee and came to the demonstration assuming the system would be of use only to hourly employees. As I demonstrated features such as the time-off request process, time-off calendar, and accrual tracking tools, they quickly realized that the system offered much more than just electronic timesheets." Alliance decided to move forward with implementing the solution.

End-user Profile

Company
Alliance Medical Center

Industry
Health Care

Headquarters
Healdsburg, CA

Problem
Intricate pay rules, paper intensive time collection, and manual calculations involved with processing payroll.

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Alliance's Challenge

With two locations and multiple types of employees, Alliance had an extremely complicated payroll. Not only did they have salaried and hourly employees, but they also had doctors that were contract based. Alliance had some intricate pay rules involving these union contracted doctors. The doctors' schedules would always vary, but they were not eligible to earn daily overtime for scheduled hours worked. "The doctors Alliance employed were scheduled for eight hours one day, ten hours another day, and possibly twelve hours the next. However, even if they worked eleven hours in one day, the doctors would not receive overtime if they were scheduled for eleven hours," said Averill. "Due to the constant variations, it was always difficult keeping track of their hours, schedules and pay," added Carmen Ruiz, HR & Payroll Administrator at Alliance Medical Center.

Before implementing the solution, Alliance was still using paper timesheets and time-off requests. "They were completely paper intensive. Just by using a paper timesheet process it increased the amount of time required to capture employee hours," stated Averill. At the end of every payroll period, the timesheets and paid time-off requests would have to be collected. "Gathering these timesheets from employees would take about two hours for every manager and then two more hours for me to collect them from the managers. It was extremely difficult to go around and find all the timesheets and even more so to get people to fill them out in general," said Ruiz. "The time-off requests were another extremely time-consuming task, because I couldn't process employee time-off unless it was approved by their manager. When everything was said and done, it took us about two full days to finish processing payroll."

Once the lengthy process of collecting employee pay information was complete, it was time for Ruiz to manually add up each time card and then enter all hours and overtime within multiple spreadsheets. This had to be done for both of the organization's two northern California locations. All accrued time-off, which consisted of five different accrual buckets, was kept track of individually in these spreadsheets as well. After all the data was collected for the amount of time employees worked and requested off, Ruiz had to manually enter and keep track of it.

The Solution

Alliance was able to automate its most time-consuming payroll processes. When an employee submitted a time-off request via WebTime, an automated email would be sent to that employee's manager. The manager could then accept or reject that request, and if necessary, add a comment. "The time-off request tool eliminated the need for me to hunt down every employee and manager to collect timesheets," stated Ruiz. "The time-off request tool is one of the features that a lot of our clients love. The responsibility for approving timesheets and time-off requests can be pushed out to the managers. The solution in general takes a big load off the organization's designated payroll person," Averill noted.

Being that Alliance was printing 200 timesheets every two weeks, the organization was able to save approximately 5,200 pieces of paper per year. "Not to mention we were using color ink to print the timesheets, so there's no telling how much we saved in ink cartridges," added Ruiz. Removing the paper timesheets permitted every manager to save an hour or two during the payroll process. It saved time on the employees' end as well. Instead of filling out and keeping track of a timesheet everyday, employees are able to quickly punch in and out. The process of filling out and delivering their timesheets to the manager was completely removed.

The spreadsheets used to track accrued time-off, hours worked and overtime were eliminated as well. This was all automatically kept track of by WebTime. "Carmen no longer needed to add up each timesheet; the manual calculations were over. She is only human, so I'm sure on occasion there had to be errors within her calculations that IBS' WebTime has now eliminated. In addition, Carmen no longer has to physically enter employee time into the payroll system. Since implementing the solution, overall there is a lot less manual labor that needs to take place," stated Street.



Michael Averill
Innovative Business Solutions

Michael Averill is a member of the Information Technology staff at Innovative Business Solutions, Inc. (IBS), a payroll service bureau that provides its clients with payroll and tax deposit services, and time and labor management solutions. He is responsible for implementing and supporting their WebTime Time and Attendance Solution.



"They were very impressed that the process for collecting the union doctors' time was able to be automated as well. They were able to put an automated schedule in place, record their time worked, and calculate schedule dependent overtime," added Averill.

"The employees are now able to log in to their accounts and see exactly how much time-off they have for the year, how much they've taken, and how much is remaining," said Ruiz. "Each accrual bucket, including education leave, regular vacation, training and other types of accrued time-off and pay rules, are now automatically kept track of by the solution. I don't have to constantly update or keep track of spreadsheets anymore." With the time Ruiz saved, she was able to allocate more time to more business impacting HR related tasks.

"Since implementing the solution, we've encountered significantly fewer problems, reduced the time it takes to process payroll by approximately 12 to 14 hours, and eliminated the bulk of paperwork associated with processing payroll," said Street.

Additional Benefits

Alliance has seen benefits in a number of additional areas.

Increased Profitability and Growth

Alliance has been able to manage its business more efficiently by analyzing the output of its contract-based doctors. "I'm basically the guy on the back-end using the information gathered by the solution for strategic planning, productivity analysis and provider incentive. I export employee time so that I can use the information for business intelligence efforts. Prior to implementing the solution compiling those types of reports was a six hour project, whereas now it's only five minutes," said Street.

Not only does the organization keep track of the time doctors spend within the clinic, it also tracks the amount of time allocated toward administrative tasks. "If the doctor is costing you more then you're paying them, for instance if they are spending more time doing administrative tasks than clinical work, you're in trouble," mentioned Street. This also enabled Alliance to provide doctors with additional pay and incentive bonuses. "Now that we are able to determine the profitability for each doctor, we can reimburse them more fairly based on how much revenue they are bringing into our organization," Street continued. "We're also able to test the effectiveness of staffing changes we make. Now, if we move a doctor to a different scheduled time, we can measure whether his or her productivity has increased or decreased. Or we can take a less profitable doctor and move him or her to a less busy day or timeslot. The possibilities are endless."

With the solution's ability to monitor and manage more than one location and department at a time, users are finding the ability to determine profitability on a larger scale and in an easier, streamlined manner. "Since implementing the solution, we can look at the costs associated with entire departments. We put the solution to use all the way up to our financial system we have in place. Now that we're expanding into other facilities, we can still keep track of everyone which means we're well positioned to grow quite a bit more," stated Street.

Proactive Support

Strong, proactive customer support is something every client hopes to receive. With the Administrative (Admin) interface and tools that SaaS^{hr}.com partners have available, they are able to catch potential issues before a client even knows the problem has arisen. "The Admin tools within the interface are a huge help with supporting our clients. I have a daily routine looking at system events, time clock hardware statuses, system login attempts and missing punches. This allows me to be proactive and say, 'I noticed your server is down, is there something I can help you with?'

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or 'I saw you tried to add a new employee, but failed due to having another employee with the same username',” stated Averill. “All the audit trails and Admin tools available make it very easy for one person to support a large number of clients.”

Partnering organizations discover that the level of customer support they can provide increases through offering these Software as a Service (SaaS)-based solutions. “It has absolutely improved the relationships and rapport we have with our clients. We’re able to provide more of that one-on-one feel,” Averill explained. “I constantly hear how our service is so much better than the other organizations our clients have been with.”

“Any problems or issues we may encounter are always addressed by Michael immediately. If he doesn’t provide us with a solution that same day, it’s always the very next. He has been very helpful, extremely responsive, and well versed in his explanations. I give him five stars in support!” stated Ruiz.

Easy-to-Use

Being that Averill was hired at IBS to focus on WebTime sales and support, he needed to learn the solution quickly. “The day I walked in the door, I was given the manual, shown a demo of the software, and within one week I was giving demonstrations. I didn’t have any official training, because the interface is so intuitive and consistent, it wasn’t really necessary,” said Averill.

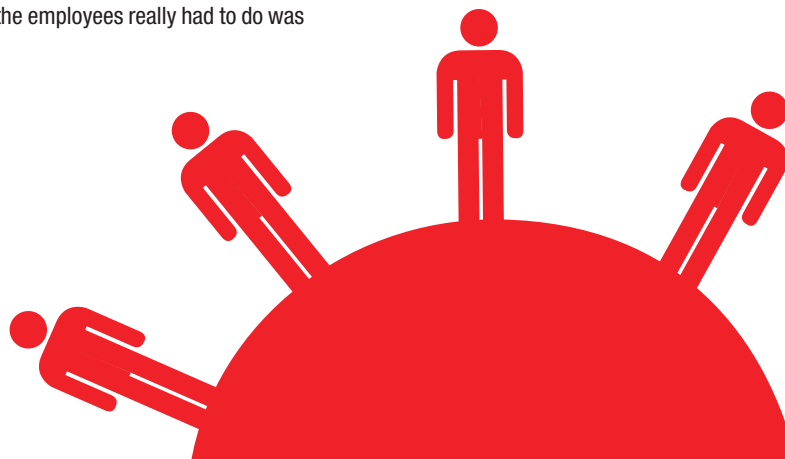
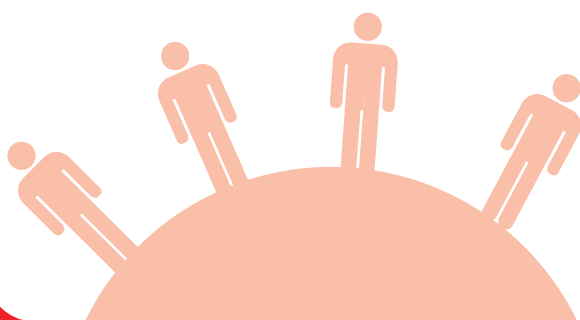
With Alliance, Averill conducted a round of training for three separate groups of managers. “Most clients receive a two hour Admin and manager training session. They catch on very quickly from there. On average, clients are completely comfortable with the solution after two payroll cycles,” stated Averill. “The interface is designed to be consistent, so it enables users to catch on very quickly.” Ruiz added, “I think it’s very simple and self-explanatory. I’ve worked with quite a few solutions in the past and WebTime is by far the easiest.”

“In a few instances, we have taken the approach of providing minimal training up front,” Averill mentioned. “For example, if the payroll person has just started working for our client, we try not to overload them as they are settling in to their new position. Even in these cases, it still only takes a couple pay periods for them to catch on.” Averill tries to gear those types of training sessions towards what the client needs to know to complete payroll. After those processes are understood, he will provide them with training on additional features, like reporting and scheduling.

Before going live with the solution, Alliance needed to ensure that everyone knew how to use it. “We took it kind of slow with about a month of preparation. Then once we were actually ready to use the solution, it only took about two weeks,” said Ruiz. “Myself and one other person trained all of our 106 employees in that two week period. It was extremely easy, and all the employees really had to do was punch in and out.”

“I’m extremely happy we went with this solution,” said Ruiz.

“All the audit trails and Admin tools available make it very easy for one person to support a large number of clients.”





A Happy Ending

Since partnering with SaaS*hr*.com, IBS has brought its close ratios for new time and attendance clients from 60% to 90%. "This time and labor management solution is often an important part of the process when acquiring new payroll clients. We often lead in with this solution over payroll because of its intuitive, web-based interface and breadth of features," stated Averill. "In almost all cases when a potential client decides to not go with the solution, it's because they are an extremely small business with less than 10 employees."

"It is never the case that these small organizations don't want the solution, they just can't justify it when processing payroll for them is such a short process. We may eventually offer SaaS*hr*.com's Small Business Edition (SBE) as well, but we've just had so much interest in the functionality available in the Mid-Market Edition," Averill continued.

After Averill started with IBS and familiarized himself with the new time and labor management offering, he sent out a brochure to IBS' payroll clients describing the highlights and benefits of this new solution. Averill mentioned, "I intended on following up with phone calls to spread the word about WebTime, but we received so many requests for demonstrations after the brochure went out, that I just haven't had the time. We appreciate all the marketing materials and cut sheets that were provided to us through the partnership, but we haven't really even had the need for them. Once a client sees a live demo of WebTime, they immediately see the value of the system."

"Most of our clients are within the Northern California area, so 95% of the time I am able to go onsite to demonstrate the solution. However, if there is a client out of the area, we can easily show them a web-based demonstration of the solution that is equally effective. Once we've demonstrated the solution, almost all of the prospective clients want to immediately implement it," said Averill.

The workforce management solutions that SaaS*hr*.com develops integrate with third party software, so partnering organizations have the ability to offer their existing solutions as one entity. "Having a time and labor management solution that fully integrates with our organization's payroll solution is definitely beneficial to clients. We've essentially become a one-stop-shop for our clients," noted Averill. "The impact from this partnership has been extremely positive and helpful to us. I can't say anything negative about it."

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