



CASE STUDY

## Medical Facility

Executive Summary:

When a medical imaging center tracked employee time and labor data in past years, supervisors found it difficult to effectively schedule their staff in multiple locations. Managers could not see staffing level allocations for ultrasound, X-ray, medical records, or other departments throughout the seven facilities.

Now, using a simple web browser, Attendance on Demand® lets these managers quickly view staff allocations by department, throughout each of the locations. The online time and attendance service lets the imaging center instantly export payroll totals to their payroll system. Employee labor and wage data tracking are now fully automated. Both scheduling and workforce management has improved.

# Seeing Clearly



## About the Medical Services Company

The medical services company has emerged as South Florida's leading diagnostic network, offering patients a full range of oncological, muscular-skeletal, and neurological imaging services throughout seven service centers. The network of imaging centers offer patients convenience, top-quality care, and the latest generation of advanced imaging technologies. Attendance on Demand's web-hosted employee time and attendance service has been in use at the imaging and diagnostic centers for nearly a year. Attendance on Demand's partner, Labor Strategy ([www.laborstrategy.com](http://www.laborstrategy.com)), manages the implementation for the medical services company's nearly 200 employees.

## New Methods, Better Results

Attendance on Demand is delivered over highly secure networks on a monthly subscription basis. The imaging center pays only for active employees each month. The company uses the online hosted service to track labor information from staff members in multiple departments across the seven facilities, schedule employees, and share data with payroll software. Employees enter start/end times directly on their computers, and then employee start/end times are instantly updated and available to the payroll office.

The HR Manager of the imaging centers cited "ease of compatibility with payroll, access to real-time labor information, its ease of use for all workers, and the excellent scheduling capability" as reasons for choosing the monthly online service.

"The on-demand service is especially beneficial as it helps us track overtime and labor costs between separate cost centers and locations," the manager said. "Accessing up-to-the-minute employee scheduling and payroll costs can be done from any PC with a web browser, which helps us monitor our seven-day operation."

## Why Web-Hosted?

According to the imaging company, the web-hosted time and attendance solution allows their managers to implement sophisticated and secure online labor management solutions at a fraction of the cost of purchasing, installing, and maintaining a traditional purchased system.

What's more, the company's HR office no longer has to rely on IT staff to keep the system updated or configured. There is no need to buy and install servers and software, and there is no need to maintain, manage, and constantly upgrade servers and software over time.



The medical imaging company was also able to streamline and improve the process of collecting and managing employee data, tapping into a time and attendance system that is “always on,” hosted at a secure site and available with just a PC and Internet browser.

### Improved Scheduling

One of the most noteworthy achievements has been configuring the system to let managers track how staff is scheduled by their department. According to Labor Strategy, the Attendance on Demand partner who managed the installation, the imaging company employs many different types of staff and tracks these staffers by department, including administration, accounting, front desk, MRI technicians, mammogram, ultrasound, medical records, X-ray, and others. Not only does the company need to track scheduling by location, they also must track overtime and labor costs by type of work performed.

Labor Strategy worked with the imaging center’s HR department to give supervisors instant access to employee time cards and weekly schedules by department and location. This lets the company manage their workforce more effectively and provide optimal service levels to patients.

### Empowered Employees

Employee self-service features let employees easily punch in and out, transfer departments or jobs, request time off, review their personal information, and more—all via the Internet.

By automating leave requests, the company has cut the time it takes to request paid time off. In the past, administrative staff spent hours each pay period answering employee requests for information on paid time off. Now, with employee self-service, employees answer their own questions. HR can focus on more strategic activities, and the imaging company has saved time and effort across the organization. Finally, it is an easy process for the company to export payroll data each pay period. Attendance on Demand’s web-hosted time and attendance service automatically integrates with all industry-standard payroll vendors, as well as with HR systems. Information can be exchanged between local and hosted systems to support virtually any payroll provider.

### About Attendance on Demand

Hosted Attendance on Demand leverages nearly three decades of specific expertise in providing businesses of all sizes cost-effective, easily deployed time and attendance solutions. The service’s advanced features for managing labor data— calculating pay rules, scheduling employees, budgeting labor, automating benefit accrual, tracking attendance-based merit points—meet the scalability, reliability, and security requirements of large organizations. An extensive North American dealer network helps more than 18,000 organizations use automated time and attendance products to reduce expenses and improve decision making. Attendance on Demand is a registered trademark of Attendance on Demand, Inc.

