



SUCCESS STORY

High-End Retailer Sees Significant Cost Savings & Better Time Tracking

Challenge

The time tracking and leave management system a well-known high-end retail brand had been using for its 375 corporate and retail employees was not meeting its needs. The team had separate systems that did not integrate, forcing employees to manually enter data multiple times. In addition to employees' frustration at the inefficiency, this process meant that managers couldn't verify hours worked and HR couldn't track labor law compliance.

The retailer had not upgraded the system in eight years, and its vendor would no longer support the old version. The retailer had a choice: undergo an expensive upgrade to a newer version still not guaranteed to meet its needs or find a new system altogether before the old one expired and the retailer lost its time tracking and leave management functionality.

Though the retailer had a limited window to act before the old system expired, the Human Resources project management team decided to search for the right solution to fit its needs—one that improved scheduling capabilities, better controlled labor costs and tracked leave and accrual data.



BACKGROUND

A well-known high-end retail brand had been using a time tracking and leave management system for its 375 corporate and retail employees that was not meeting its needs. The team had separate systems that did not integrate, forcing employees to manually enter data multiple times. Additionally, this process meant that managers couldn't verify hours worked and HR couldn't track labor law compliance.

BUSINESS CHALLENGES

- Existing, outdated system would be decommissioned soon if the retailer did not undergo an expensive upgrade
- Needed an integrated system that would improve scheduling capabilities, better control labor costs and track leave and accrual data
- COVID-19 disruption during implementation required teams to quickly pivot to remote work & speed up delivery

BENEFITS OF TCP'S SOLUTIONS:

- Integrated seamlessly with leave management and payroll systems
- Retail managers had access to data that provided visibility into team needs
- Flexibility and web access allowed team to operate remotely
- Easy to add new job codes and apply new leave laws
- Eliminates the need to verify information outside of the system manually and risk human error



We heard back really quickly from TCP, which gave us the confidence to move forward with an accelerated timeline to switch solutions.

– Project Manager
Human Resources

Solution & Results

TCP Forges Strong Relationship with Retailer from the Start

The HR team evaluated about 20 different solutions as it searched for one that integrated time tracking and leave management and offered enhanced scheduling capabilities. The team found TCP in early 2020 and quickly realized that TCP's TimeClock Plus software met all the retailer's top priorities. TCP's prompt response to the retailer's request set the stage for what would be a great experience on both sides.

TCP's TimeClock Plus software gave the company the ability to:

- Require timesheets from non-exempt employees only
- Integrate timesheet and PTO requests
- Extract and/or delete data
- Provide different access levels depending on the employee role
- Calculate overtime by state
- Manually create fields as needed, such as add new store locations, without having to reach out to support
- View PTO balances after future schedule dates
- Create a company-wide vacation calendar
- Produce robust reports

In addition to meeting its basic requirements, the retailer also needed a secure SaaS platform that was SOC 2 compliant or equivalent—a requirement our TimeClock Plus software also met.

TCP Reduces Impact of COVID-19 Disruption

Shortly after the retailer began building a robust implementation plan with TCP, the COVID-19 pandemic forced much of the world into shutdown. The team refocused on its immediate needs—time tracking and payroll integration—and temporarily deprioritized the scheduling enhancement features. The entire implementation needed to be done quickly and remotely, leaving little time for the testing that is standard in most deployments. Thankfully, this turned out to be a non-issue as there were no major roadblocks or hurdles to overcome as the new system was rolled out.

Not only was the implementation seamless thanks to smooth collaboration between the two teams, but TCP sped up the timeline and got the TimeClock Plus suite up and running in six weeks, before the old system was decommissioned. No downtime between the systems meant there were no payroll gaps during this especially stressful time.



TCP also customized its TimeClock Plus software to accommodate the retailer's specific requirements. For example, employees needed temporary role permissions to act on behalf of others, such as a manager taking over time approvals or granting leave requests while a director was on maternity leave— TCP created exceptions for this.

Little did the team know at the time, a web-based solution would pay off in a big way. The company couldn't have managed operations remotely with its old system—but with TCP's solution, the retailer's corporate employees could work remotely while employees working from reopened stores could clock in and out via TCP's WebClock or MobileClock apps. This capability gave everyone the same access to the same information and systems, no matter where they were.

Additionally, the company cut costs significantly compared to its old system, a critical benefit when COVID-19 conditions required retailers to control costs as much as possible. The TimeClock Plus

platform has also given the company a better understanding of when hours have been adjusted, particularly important in a retail environment where employees are clocking in and out every day, often multiple times a day. This also provides more control over auditing, so the team can find any abuse within the system if it exists.

For more information on TCP's comprehensive time tracking and employee scheduling solutions, [schedule a free consultation](#).



This was probably one of the most fun software implementations I've worked on.

- Project Manager
Human Resources



Want to learn more? Let's talk.

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