

Excellance, Inc.

A Client Success Story



Business Technology Solutions and Unitime Comes to the Rescue at Excellance

Business Issues that Led to Need for a New System:

- Inaccurate reports
- Relied on work arounds
- Manually keying data in to payroll system
- Duplicate report entry

Business Impact of Partnering with Business Technology Solutions:

- Saves 7 hours a week in payroll processing time
- Gains in efficiency equivalent to the cost of a part-time employee
- Accurate trend data for correct job costing and pricing
- Supervisors save time with more meaningful reports and improved scheduling options
- Produces reliable reports, which improved company-wide confidence in the system
- Streamline integration with Sage MAS 90 payroll

Since its inception in 1975, Excellance has been building custom emergency vehicles for customers across the globe. From royal families to city fire departments, Excellance's stated goal is to produce the finest quality emergency and rescue vehicles in the marketplace. Just like Excellance works closely with their customers to produce a one-of-a-kind vehicle built exactly to their specifications, Excellance needed a time and attendance system tailored for their needs.

Current System Proves Problematic

The timekeeping system that Excellance used was proving problematic. They rely heavily on the accuracy of the information that represents costs for each vehicle built, also known as a job. "Reports that we relied on for job cost analysis were inaccurate," said Christine Murphy, Excellance's payroll supervisor. "We also had to rekey data into both our payroll system and rekey data for reporting purposes." There were other problems with the current software too. Employees were hard coded into the system. What this meant is that when an employee left, they were still in the system. This caused Christine to perform significant workarounds, which made processing the weekly payroll extremely labor intensive.

Profitability was also affected by the old system. "Our summary of hours by job report could be off by 10-50 hours," said Christine. "Our supervisors continuously questioned the accuracy of the reports. This is significant to our business as profitability was skewed." Precise hours per job are critical for Excellance. This information is used to manage jobs as well as used as trend data to price new jobs. "I was constantly researching and reconciling hours to jobs," said Christine.

Solution Selected

Through a referral, Excellance was introduced to Business Technology Solutions. "BTS listened to everything I needed before offering a solution," said Christine. "We already had timeclocks that we wanted to use with the new Unitime system. When BTS came out for the implementation we spent a lot of time getting the timeclocks to work with Unitime. Their patience and diligence through this process showed me they were a company of integrity. They also proved that my best interest was their best interest, something we look for in any business relationship."

"The support team at BTS is excellent. We talked to them before making the decision to purchase and it was very clear that BTS had the knowledge and experience necessary to successfully complete our conversion," said Christine.



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There are a variety of functions in Unitime that have helped Christine be more efficient. One of which is the multi-scheduling capabilities. This allows for more accurate exception reports. "With the old system you could only assign one schedule to an employee. This did not always work for us. Sometimes we needed employees to work altered schedules to meet the expectations of our customers. The old system would show an 'early in' or 'early out' discrepancy, which we would have to spend a lot of time reconciling," said Christine. Unitime allows for multiple schedules and it will pick the schedule that most closely represents the punch. This helps Excellance manage employee's time.

Christine also saves time with a standard Unitime report that shows which employees have not had their time approved. "I no longer have to go to each supervisor and ask. I can just run a report and see who has not been approved," said Christine. Christine also likes Unitime's ability to change schedules on a weekly basis if needed to compensate for time. In the past this was globally controlled. "This allows us to tailor the system to our needs. We now have greater control and the improved accuracy helps with our employee-of-the-month program," said Christine. To be employee of the month at Excellance, you cannot be late. Unitime helps better manage the employee reward program, which was previously done manually.

Results Realized

As a payroll veteran, Christine knows something good when she sees it. "It would take me between 8-10 hours a week to run payroll. With Unitime and BTS' help, it now takes less than 3 hours. It is a huge benefit to the company for me to have up to 7 hours a week more to work on other projects," said Christine.

The employee time approval process has also been improved with color-coded exception reports. These reports look for inconsistencies and highlight areas of concern. "A supervisor can easily scan the reports and see where there might be a problem. This can be either missing or bad punches or incorrect job coding. Supervisors save time every week with this report," said Christine. The multi-schedule function saves Excellance 6 hours a week in labor. Christine also anticipates using Crystal Reports with Unitime to automate temporary employee's labor costs per job, which she expects to save another 4-5 hours each week. "The overall labor saved is equivalent to a part-time employee," said Christine. "The reason that we have had the success and the gains in efficiencies was due to the teamwork between Excellance and BTS. We could not have expected the results we achieved without BTS' involvement and of course the commitment of our company to change. We each did our part."

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– Christine Murphy
Payroll Supervisor

Excellance now better manages overtime and ultimately costs for their jobs. The system is more accurate and the supervisors have more confidence in the data. This allows for precise costing which determines the price of a vehicle.

Payroll information is now pulled into Excellance's accounting system, Sage MAS 90. BTS helped set the groundwork for the import routine. "Without a good foundation, things tend to fall apart. BTS gave us a solid foundation to build on," said Christine. "They were very sensitive to our budget and made sure we had everything we needed to get up and running."

"Everyone I have worked with at BTS during this project has been patient with us. They are responsive to our requests and are available to brainstorm ideas that will help us improve efficiencies at Excellance," said Christine.

Business Technology Solutions is a Sage Select Partner:



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SAGE MAS 90



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