

CLIENT

Graeter's Manufacturing Co., founded in 1870 in Cincinnati, is the oldest family-owned ice cream maker in the country. Graeter's employs more than 300 employees at its 14 retail locations and approximately 70 employees at its production facility.

CHALLENGES

- Manual time and attendance process was time-consuming and inefficient.
- Labor information was neither electronic nor centralized.
- Labor information was not accessible to retail location managers.
- Time and attendance and payroll systems were not integrated; hours were wasted on duplicate data entry.

RESULTS WITH PAYCOR'S TIME ON DEMAND

- Reduced senior management's time spent overseeing/approving time and attendance from six hours each pay period to three hours.
- Empowered retail managers to take more direct control of employee time tracking for their location.
- Enabled critical exceptions—such as employees clocking in before approved start time—to be managed immediately, saving the company tens of thousands of dollars each year in overtime pay.

I R R E S I S T I B L E



Ice cream maker finds new recipe for effective labor management in Time on Demand.

CHALLENGE

Labor management processes drained resources

Graeter's Manufacturing Co., the oldest family-owned ice cream maker in the country, is known nationally for its delicious French Pot ice cream. Since 1870, the family has been producing their ice cream two gallons at a time faithfully using the same trusted recipes and original methods of production. While this approach has endured the test of time, the company's methods for managing their employees' time and attendance had not.

Previously, the company relied on a manual timecard and time clock solution to calculate hours worked. On a bi-weekly basis, store managers were required to collect these time cards and manually log each employee's time and attendance data into a spreadsheet. This information was then sent to the central office where additional verification was done and data entry was required to get the information into the payroll system.

"I was personally spending up to six hours each payroll period to verify the data and address errors," said Richard Graeter, president of Graeter's Manufacturing Co., "and each of our store managers was spending a couple of hours as well to prepare the data before submitting it. It was extremely time consuming." On top of being time consuming and error prone, troubles with the old time keeping system also arose each time someone forgot to clock in or out. In fact, one missed punch would throw off time tracking for an entire week!

In addition to these process deficiencies, Graeter's antiquated system also created obstacles for management. Because companywide labor data was not stored electronically or centralized, Graeter's was unable to quickly or easily generate meaningful reports. "There was no way to hold our managers accountable for effectively managing employee time," said Richard.

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SOLUTION

Time on Demand transforms labor management process

Time on Demand has allowed Graeter's to replace calculating clocks with an easy-to-use Web-based solution.

Manual processing of time and attendance has been virtually eliminated. For the first time, all time tracking information is centralized, allowing managers at all locations to quickly and easily access the data. Another first: The company's time and attendance system is now seamlessly integrated with its payroll software (Paycor for Windows).

KEY BENEFITS

Automated time and attendance tracking

Physical timecards and calculating clocks are a thing of the past. Now Graeter's employees easily clock in using a PC or laptop. Retail managers have easy access to the data in real-time and no longer have to wait until the payroll period ends to address exceptions.

Centralized work force management

Managers get access to data simply and instantly through easy-to-use dashboards views. Critical exceptions are automatically displayed on the dashboard, which allows managers to handle them on a daily basis. And, Time on Demand's scheduling tool allows them to create, view or change employee's schedules effectively and quickly. "My plant managers like the ability to see what's going on at every second of the day," said Richard. In addition, "Time on Demand has empowered my retail managers to take more direct control of managing time and attendance for their location, and I can hold them more accountable," said Richard.

He can also measure productivity. "I can tell you how many gallons of ice cream can be made per labor wage hour," said Richard, explaining "I couldn't easily get that information before, and I definitely couldn't get that data by individual employee or by location."

Instant access to data

Not only is the data centralized, drill-down capabilities and customized reporting options provide quick access to employee- or store-level information. For instance, said Richard, "If I have an unemployment claim, I can instantly print out one year of time and attendance data."

"Now, I can get wage and hour data any time I want it," said Richard, "and I don't have to keep boxes of timecards around for eight years." He enjoys having the ability to access labor information anytime, anywhere. "I have done payroll from Michigan and Florida. All I need is an Internet connection."

Labor management is more efficient and reliable than ever at Graeter's, as managers companywide reap the many benefits of Time on Demand—the easy-to-navigate, feature-rich time and attendance solution that fully integrates with Paycor® for Windows payroll software.

We invite you to connect with us about your organization's specific labor management needs, and to learn how Time on Demand can help drastically improve your time and attendance processes.

“ We had a big problem with employees clocking in before their shift start time. Now, this shows up as a critical exception that the manager must address. This alone has saved us tens of thousands of dollars each year. ”

– Richard Graeter,
President, Graeter's
Manufacturing Co.



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