

LJ Ross Associates Overcome Absenteeism with Paycor



Alline Fox, HR Generalist, LJ Ross Associates

“Paycor’s solution has provided business results above and beyond what I and our executives expected.”

Organization Profile & Story

LJ Ross Associates was seeking to improve the way they track employee time and automate their points & incidents policy. Without a proper time solution, the debt collection and customer service company experienced a 15% absenteeism and tardiness rate from their employees. LJ Ross knew they needed a more efficient way to manage their people and that’s when they invited Paycor to the table.

Challenges

- Tracking Employee Time
- Collecting, interpreting and summarizing employee punches
- Scheduling to cover client required shifts
- Reducing employee absenteeism & tardiness
- Objective management, enforcement and reporting on points & incident policy
- Freeing up HR and supervisors’ time from administrative tasks
- Improving customer satisfaction

Prior to Paycor

Prior to Paycor, LJ Ross’ time tracking system and point & incidents policy was more of a burden than a solution. They managed all P&I manually, taking valuable time away from the HR department and supervisors resulting in lower productivity.

Solutions & Key Features

- o **Unified System of Record**
- o Perform Time
 - Fixed Scheduling Feature
 - Points & Incident Time Feature
 - **Automatic tracking** of employee tardiness and absenteeism
 - Objective points & incidents program management
 - **Executive reporting** on absenteeism and tardiness
- o Time Off Manager

After Paycor

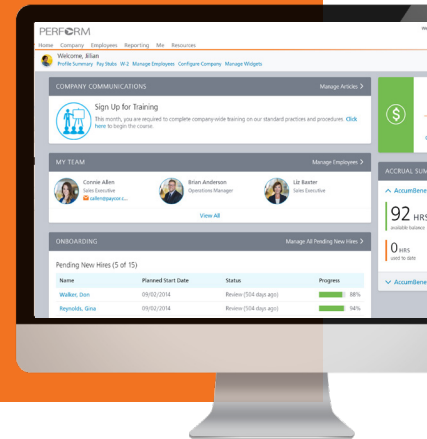
LJ Ross saved \$30K while decreasing employee absenteeism and tardiness by 250%. Because of Paycor’s automated time solution with P&I, HR and supervisors are no longer burdened with reviewing manual timecards or managing it’s P&I policy.

Business Outcomes

- **10 hours per week saved** by highest paid employees from reviewing, tracking, enforcing P&I policy
- **16% improvement** in quality rating for their call center employees, resulting in higher customer satisfaction
- Employees now fully understand the policy and adherence requirements
- Each supervisor **saves 2 hours per week** (put towards coaching and building employee relationships)
- Improvement in employee morale due to an objective P&I Policy

LJ Ross Associates leverages Paycor's unified HCM platform to:

- Applicant Tracking
- Onboarding
- Time & Attendance
- Payroll
- HR
- Benefits
- ACA



480
HOURS

HR managers save an additional 480 hours a year by **eliminating manual administrative tasks** such as reviewing, tracking and enforcing P&I policy.



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