



## City Finds a Better Way to Manage their Time & Attendance Process

Two years ago, city officials in San Ramon, California struggled to keep up with the paperwork of payroll, particularly in their Park and Recreation Department.

The outdated system of paper timesheets was bogging down employees, tying up supervisors and frustrating Payroll Specialists as they plodded through their two-week pay cycle.

"Everybody had to complete a manual timesheet," said Luann Silva, Finance Administrative Analyst for the city. "They signed the timesheet. The supervisor signed the timesheet. Then they went to the director in another location."

San Ramon has two public swimming pools, two sports parks, a senior center and two community centers. Collecting all of the timesheets from all of the locations was very time consuming.

The whole process took well over a week as the timesheets went from one desk to another before finally ending up in the payroll office. Once there, the sheets had to be manually entered into the system, a process which could take two employees nearly a full day. Frustrated, city officials set out to find a better way to manage their Time and Attendance processes.

"We were a new city and getting bigger and bigger every day, with more and more employees," said Luann.

Because the city had been using the SunGard® Public Sector Payroll Application for several years, seamless integration with a time and attendance solution was crucial. ExecuTime was a perfect fit.

**“It is so simple, there are no quirks. We have had no down time. It has never crashed in the year and half we’ve been using it. It just flows.”**

Everyone involved in payroll processing in the city of San Ramon has been impressed with the flexibility and reliability of the system, as well as the quality of ExecuTime’s customer service. But, as excited as the administrators were about transitioning to ExecuTime, the employees came into it grumbling. "They were panicked that they were going to have to punch a clock," said Luann.

In spite of their initial fears, the employees were quickly impressed with the program. "The system allows them to make all changes to the timesheets up until the time it gets turned in."

According to Luann, one of the biggest selling features of the software was the paperless time-off request. "To be able to see it online when it was turned in, know that it wasn't lost or in someone's in-basket and the employees being able to get it back so fast with a response has just been the best."

The benefits calendar has also helped save time by allowing each department to see everyone else's request for time off before requesting their own vacation time.

**“We are all just amazed at how knowledgeable, courteous and friendly ExecuTime’s customer support team is.”**

"They know ahead of time and they don't ask for something if there are other people already off."

While the employees have grown to appreciate the new system, significant amounts of time-saving benefits are also felt in the administrative offices. With the ExecuTime Software Time and Attendance Solution, payroll specialists spend less time chasing down timesheets and supervisors spend less time answering questions about their workers.

Now, an email reminder is sent out to prompt supervisors to electronically check their department payroll.

"On Tuesday, we go in and probably 99% of the time everything is complete," said Luann. "For those few stragglers we'll make a few phone calls." **Completing the entire payroll takes about 30 minutes, a significant time savings over the old method of processing. What once took more than a week to accomplish is now done in less than two days and time saved is money saved.**

"We got our money back the first year," says Luann. In addition to the Park and Recreation Department, the city has started using ExecuTime for the Police Department. They also plan to utilize the software's job costing feature in their Engineering, Planning and Building departments.

As they make changes to the way they run their municipal departments, officials are confident that ExecuTime will be there to support them.

"We are all just amazed at how knowledgeable, courteous and friendly they are," Luann said of the ExecuTime customer support team. "When they say they are going to get back to you, they get back to you. We are always top priority."