



Tackle time straight on

**Your essential guide to selecting
a time and attendance system**



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1. Great expectations.

How this guide will help you

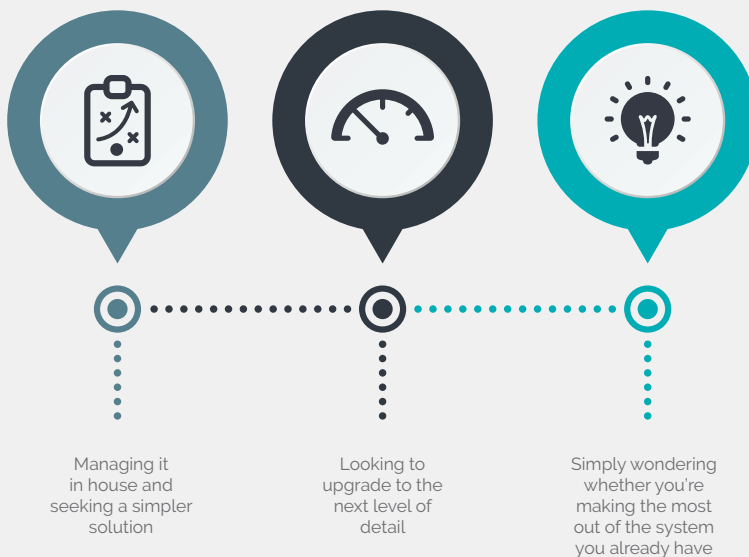
Time and attendance. It's not the sexiest subject in the world, but cracking this very tough nut can make a world of difference to your business.

Employees start the day on time, every day – meaning there are no more lost hours due to late starting times. No more confusion over shift swaps. No more double booked annual leave.

Time and Attendance software can be the key to all this. Everything running just as it should – now, doesn't that sound nice?

But not all time and attendance systems are the same, and with different types of suppliers and varying requirements, selecting the right system can be a daunting task.

But it doesn't need to be! This guide gives you all the information you need to tackle your time and attendance needs straight on, whether you're:



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2. What are you tackling?

The drivers for a time and attendance solution

Saving time, reducing payroll errors and improving workforce productivity. Sounds like a HR dream. The right time and attendance system can build employee trust and drive value within your organisation, but the wrong system can have the opposite effect.

In simple terms, a time and attendance system is used to track working hours.

Employees can clock in and out from electronic terminals (e.g. swipe cards, proximity fobs, biometric terminals) or software accessible through their PC, online portal or mobile.

The data collected from their attendance clocking is instantly transfers into software that can seamlessly import it into your payroll solution, providing you and your employees with the confidence in the accuracy of their payroll run.

Time and attendance systems can also calculate paid time off and holiday accruals, create individual employee's absence profile, manage team schedules and assistant in employee management activities.

Identifying the requirement for a time and attendance system is easy. No more lost hours due to late starting times. No more confusion over shift swaps. No more double booked annual leave. Plus, employees have more control over their own working life, making them more content with their role.

And we all know that happy employees are more productive employees.



Time and Attendance makes payroll processes 70% faster

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3. Don't speak to anyone yet!

What do you need?



Integration with other systems

What existing systems do you have? Does your business use a payroll software or HR management system that you want your time and attendance system to work with? Identifying these early on will help to identify suppliers that can ensure you get the most of your current systems and processes.



How employees will access the system

Employees may want to clock-in via a biometric terminal, web portal or on their mobile. If your business has special requirements like remote workers, manual labourers then you need to ensure the system you choose can be accessed by all.



On-premise / Cloud

Cloud-based hosting relieves the need for hefty servers and reduces pressure on bandwidth, but for some companies a server-based model may be more appropriate – particularly if they want to keep their data close.



How it'll be administered

Will you or team heads manage the system? By giving team managers ownership of the system can be a powerful way to improve team's productivity. Make sure the system presents data easily to ensure adoption and use by managers.



Complex shift patterns or payroll categories

If you have unique shift patterns or different payroll categories then a system that can be customised to your requirements may be required. Find out what level of customisation any potential supplier can provide so you find something to fit around you – not you around it!



Will it support your future growth

What are yours and your management team's plan for the future? You may be looking to introduce flexible working hours or skills based scheduling, make sure the system you choose supports what you want to provide your employees.

Businesses can save up to

4% of their payroll costs by automating their time and attendance systems

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4. Apples aren't pears.

Not all software providers are the same

Not all time and attendance suppliers are the same. There are some clear differences, advantages and potential problems to keep in mind when weighing up suppliers.

Have you considered:

- ➔ Who will support your software after you sign on the dotted line?
- ➔ Will it be the company who sells the system or those that developed it?
- ➔ How knowledgeable are the support staff and do they support only one brand or lots of systems from a range of suppliers?
- ➔ Who's responsible for making changes to the system?
- ➔ What SLAs can you expect?
- ➔ How quickly can development make system amends?
- ➔ Do they have a clear roadmap of their system to meet your future requirements?
- ➔ What is their software update frequency like?



Be aware:

You may want to check if the supplier your talking to is a full service software provider, who own and develop the software themselves, or a reseller.

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5. A look under the hood.

What to look for in a time and attendance system

With so many time and attendance systems on the market it can be difficult to know which one is right for your business. We've highlighted some key areas that you should look for in a solution:



Flexible clocking-in options – A system that allows your staff to clock-in using a variety of ways such as portal, mobile time clock terminal.



Accurate – The system allows you to see and export the actual time employees work, not just the hours they're scheduled to work.



More than just time – A system that provides more than just clocking in and out will provide added value to your business. Added value functions can include staff scheduling and holiday requests.



Mobile compatibility – Find a solution to meet all your staff requirements, including remote workers. Mobile compatibility gives remote workers the ability to clock in and out, but also track their locations so employers know they're working from where they're supposed to be.



Ease of use – If it's not easy to use, just walk away. You want your system to have a high adoption rate, by employees and managers. Look for a system that's easy to use, simple interface and allows employee self-service.



Security - Security should be top of the agenda for businesses, particularly when handling sensitive and personal data. Regardless of the system provider, make sure they place as much importance on security as your IT teams do.



Integration options – Look for a system that integrates with your existing applications and software, such as HR and payroll.



Proactive alerts – Some systems can provide notifications when employees are nearing overtime or forget to clock in or out – importantly when staff are close to exceeding working regulation hours. This can be helpful in controlling business expenses and the wellbeing of your staff.



Audit trail features – Being able to view the original time sheet data along with any changes made by managers can be important in case of an audit.



Reporting – Just monitoring time and attendance is only part of the job – the really important work comes next, through insight and evaluation. Look for a software solution that will deliver broken down data, at-a-glance graphics and analysis.

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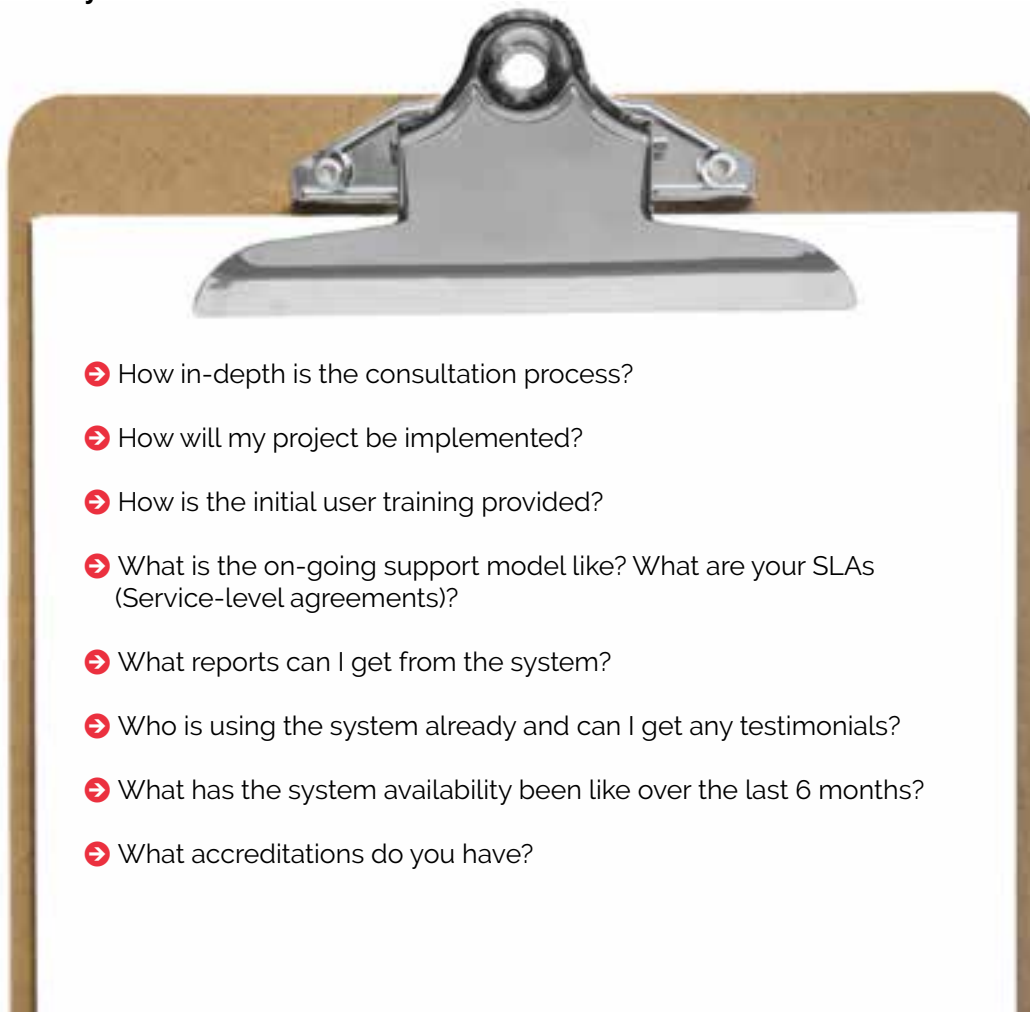
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6. FAQ for suppliers.

Questions to ask potential suppliers

So you've found a list of potential suppliers. How are you going to whittle them down? Our checklist should help you tackle those important initial conversations so you get the answers you need to know.



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7. Don't get caught in a scrum

Common pitfalls to avoid

The decision to invest in a time and attendance software is a wise one, but if rushed into or the wrong solution selected then use is affected. We've highlighted a couple of common pitfalls so you don't get stuck at the bottom of the heap:

→ **Lack of planning**

Reviewing your current processes is always needed before any software is considered. By planning how you want the system to work with what you have already adoption will be higher.

→ **Your key requirements**

Prioritise the functional requirements you want out of the system – not the potential supplier. These become the rating criteria when evaluating software options to meet your business goals.

→ **Time is money, wasted time means wasted money**

Opting for the cheapest solution may not be the best choice. The decision about which solution is the best for your workforce is a matter of value, not cost.

→ **Don't run before you can walk**

Some implementation issues don't appear until adequate scale has been reached. Allow for the system to scale out gradually so that problems can be solved methodically as they arise along the way.

→ **Company buy-in**

From the board through to managers and employees. What do they want from the system? Make sure you consult everyone about their needs.

→ **Training**

Involve your team and take the time to train them on the new software. It takes more time and effort, but the payoff will absolutely be worth it. Make sure you find out what training is provided, how it's delivered, and the costs entailed.

Businesses have found clocking-in time has decreased by 80% by using a proximity card time and attendance solution

80%

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8. #Winning

How to identify your Return on Investment

So you know you want a time and attendance system, you know how to find a supplier but how do you get buy-in from the board to the staff? There are multiple benefits that impact organisations; financially, productivity and empowerment. We look at some of the benefits and how a time and attendance system can provide ROI (Return on Investment) to your organisation and staff morale.

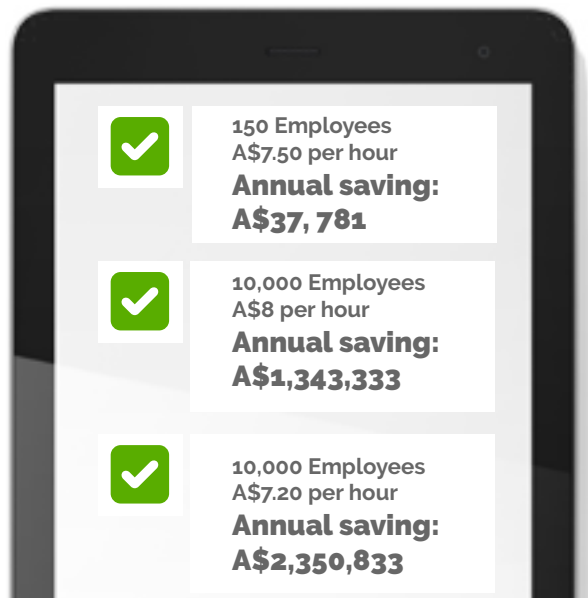
Let's consider the financial benefits

To cut a long story short, adding Time and Attendance software saves money.

It really is that simple.

The case has been proven over and over again. Quality breeds quality and drives profitability.

As with anything in life, you get what you pay for. Investing in a superior system from the get go will pay dividends. Companies can expect to see a return on investment very quickly as a result of increased punctuality and productivity.



- ➔ **Fewer errors + saved time = increased productivity**
- ➔ **Higher productivity = higher profitability**
- ➔ **Less absenteeism + fewer lost man hours**

These annual savings are conservative estimates based on a 1% increase in attendance, 0.5% decrease in errors and a two minute reduction in manual data entry per employee.

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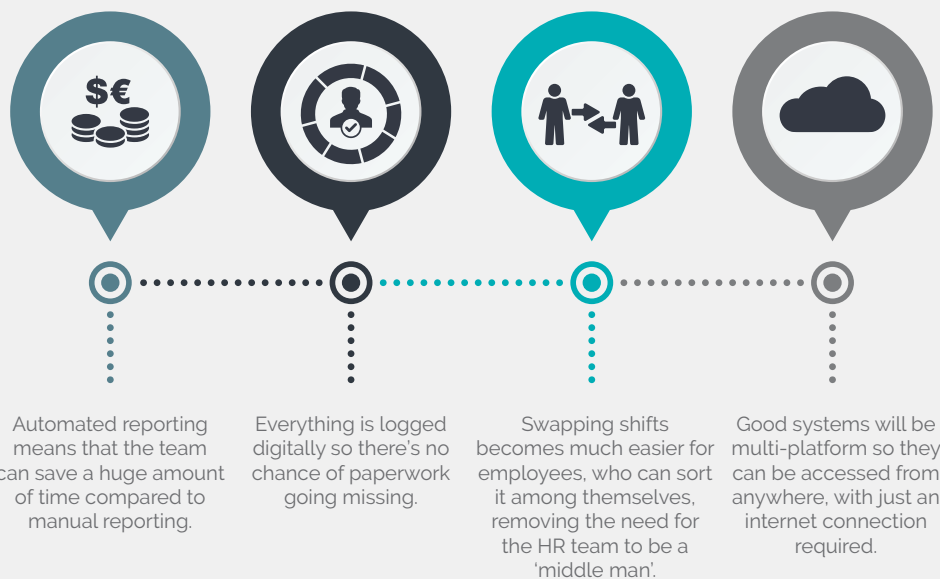


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The impact on the company and the HR team

HR teams are often the driving force behind change or implementation of time and attendance software. After all, they are employees' and the board's first port of call when an issue arises! The return on investment of using a time and attendance solution are immeasurable across the business, but are often most visible for HR teams initially.

From getting the basics of time savings sorted right through to helping HR deliver on its obligation to provide happy, healthy workplaces. This software can help.



What your staff get

But how will staff get the return out of the software? Delving below the surface, time and attendance software doesn't just give employees the opportunity to clock in and out easily and book their annual leave. It equips them with control over their working lives, it gives them autonomy, and it shows a level of trust from above. These are empowering features and the types of workplace quality factors that come up time and time again in reports on employee satisfaction and productivity – something high on every HR agenda.

As employees are able to monitor their own absence records, they are more likely to keep track of sick days and adapt their behaviour accordingly. It's a no-brainer really – investing in decent software delivers a marked, trackable return for HR teams.

Time and attendance systems can often lower the frustration levels of not just employees, but managers, payroll staff, human resources professionals and owners.

"Inaccurate and slow payroll, manual and error-prone duplicate entry, and the inability to track performance, labour costs, job costing and financials is frustrating for everyone within the company"

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9. And to summarise.

The technological benefits of using good time and attendance software are many. Insights can be used and exported directly to your existing HR or payroll system, removing the potential for error and data double entry. Automated reporting alleviates a job from the to-do list.

But like we've covered, not all time and attendance systems are the same. To make sure you select the best provider don't forget to:

- ➔ Plan
- ➔ Breakdown your requirements
- ➔ Consider your budget
- ➔ Find out the potential ROI
- ➔ Hunt down the best fit provider
- ➔ Implement the system and get staff trained
- ➔ See your profits rise!

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About Mitrefinch

Using top quality software allows your company to benefit from IT expertise usually reserved for the largest companies in the world. We're talking global superbrand level of expertise – the kind that's simply not available at 99.9% of businesses.

Mitrefinch can offer just that. Your company can tap into that experience to deliver a world-class time and attendance service.

We offer a range of innovative HR tools, including time and attendance, that can be configured to suit your workforce needs. Whether you have a specific goal in mind or looking for something to integrate with your existing systems, Miterfinch can help revolutionise the way you run your business with our bird's eye view.

"We have complete visibility when it comes to absenteeism, lateness and tracking holiday accruals. I save about 6.5 hours every time I calculate wages due to the system's automation."

TIFCO HOTEL GROUP

Don't waste time.

Empower your teams with Mitrefinch's integrated Time and Attendance, HR and Payroll solutions.

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***Helping you manage your most
valuable resource – your people.***

TIME & ATTENDANCE

MOBILE WORKFORCE

ABSENCE MANAGEMENT

HR SOFTWARE

ROSTERING

PAYROLL

ACCESS CONTROL

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