

Aspen Management Manages Payroll Issues in Half the Time

Attendance on Demand Time and Attendance Solution Brings Efficiency and Transparency to Total Management Company

Hotel management companies must focus on top-notch guest services and amenities but, also important is the efficiency of labor management. It is essential that hotels minimize the effort spent on administrative functions like managing employee time and attendance.

For Aspen Management, operator of hotel properties in Washington and Alaska, a switch to Attendance on Demand cloud-based time and attendance solution has dramatically cut the time the company invests in the administrative tasks associated with time and attendance. Automated, efficient employee time and attendance recording and reporting allows the company more time to focus on providing value-added services for its guests.

Easy-to-use time clocks and real-time information accessible anytime, from anywhere, saves time for everyone at Aspen Management. The speed and accuracy at which this important information is captured is valued by the corporate office manager, general managers at each property, and the 50 hourly employees who use conveniently located time clocks to record their time.

Attendance on Demand lets the company manage its time and attendance functions in a virtually paperless environment. Real-time information is available with a single mouse-click, and management can respond to time and attendance-related requests in half the time.



About Aspen Management

Aspen Management has nearly 100 employees and four properties. The company prides itself on bringing its guests a unique experience that differentiates it from any other hotel brand. It works hard to create a memorable, relaxing overnight experience for its guests.

As the company considered its future growth and the additional employees needed, it realized it was time to move beyond the internally developed, completely manual time and attendance tracking system it used for years.

It was time for a more sophisticated, automated system. Yet, Aspen Management did not want to invest in a lengthy implementation process or costly licensing. The workforce management

experts at Time Equipment Company recommended Attendance on Demand for consideration.

Simple Solution

With Attendance on Demand, Aspen Management did not have to purchase software, licenses, or servers or worry about costly maintenance. The cloud, or software-as-a-service (SaaS), system was launched quickly and easily, without business disruption.

Attendance on Demand minimizes Aspen Management's risk and technology investment while providing an easy-to-use, automated solution that saves time, speeds processing, and eliminates the delays associated with the company's previous manual time and attendance processes.



About Attendance on Demand

Industry-leading Attendance on Demand is a secure, cloud-based time and attendance service with no software to buy or upfront hardware cost.

Attendance on Demand offers affordable, monthly, per employee billing, as well as:

- Labor management tools
- Scheduling
- Timekeeping
- Absence management
- Budgets
- Benefits accruals

Visit www.attendanceondemand.com for more information.

Fewer Processing Steps

Aspen Management employees record their time by punching in and out for their shifts using standard time clocks at whichever of the four properties they work. Before moving to Attendance on Demand, general managers at each location had to print timesheets for all employees and email the information to the company's administrative office in Washington. Human Resources Assistant, Jen Broyles, then keyed the information into the company's payroll system. The general managers also "snail-mailed" the completed paper timesheets to Broyles so the timesheets could be kept on file for historical reference. This entire process was repeated each pay period.

Today, employees' time is automatically recorded in Attendance on Demand and can be viewed in real time by Broyles and general managers. No paper timesheets are mailed and nothing needs to be rekeyed or emailed.

"Things are so much easier now," notes Broyles. "I no longer have to wait to receive time and attendance reports from four general managers but can pull all the information exactly when I need it to run payroll, based on my own schedule."

The general managers appreciate that Attendance on Demand allows them to view labor information in real time, even when they are offsite. They can monitor employee time and attendance, submit reports, and respond to requests from Broyles when travelling.

Clear View of Attendance Issues

Simple Attendance on Demand dashboards let Aspen Management's general managers and corporate leaders easily identify when employees arrive late or leave early. Managers can watch for patterns and address potential problems—a function that was difficult to perform when time was recorded

only on paper.

Notes Broyles, "I can easily identify potential problems, consult with the general managers, and decide if disciplinary actions are needed. We have more power to prevent attendance issues."

Dramatic Time Savings

Historical information is also maintained in Attendance on Demand. This makes it convenient for Broyles to respond to external requests for time and attendance information on current or previous employees.

"No longer am I at the mercy of the general managers' busy schedules to respond to requests for historical information on employees' time and attendance," says Broyles.

When Broyles receives an approved request for time and attendance records, she no longer makes phone calls or sorts through paper file cabinets. She can look the information up in the system and respond right then and there. With Attendance on Demand, Broyles gets these tasks done in half the time it took before.

Reliability and Security

Cloud-based Attendance on Demand is hosted, operated, and maintained off site. IT activities such as nightly backups, defragmenting storage systems, applying security patches, and other IT maintenance activities are performed by Attendance on Demand. The system is highly reliable with overall uptime that is better than 99.9%.

It is also highly secure. Its advanced servers and data centers rely on fault-tolerant technology, designed to be immune to prolonged power outages, flooding, fire, and other natural disasters. All data sent between Attendance on Demand servers and Aspen Management is automatically encrypted.

Flexibility

Aspen Management sought ease of use in its new time and attendance system and is pleased with Attendance on Demand's simplicity. Training can often be done right over the phone. Aspen Management appreciates this simplicity but knows that Attendance on Demand's sophisticated capabilities are there should they need them in the future.

Notes Broyles, "If we bring in more properties, we can use the advanced features available to us with the system we already have instead of having to look for a new one. It's great to have a time and attendance system that can grow with us."

Corporate managers find it reassuring to know that they can track employees at different pay rates, get help with legal compliance, and take advantage of the many other functions available in the system.

Attendance on Demand has brought Aspen Management dramatic time savings, increased transparency into employee attendance activity, streamlined processing steps, and delivered many other benefits. The time and attendance system enables the staff to spend less time dealing with administrative duties and more time providing the kind of world-class service that makes the company stand apart from its competition. ■