



"Your Time is Our Business"

Client Success Story:

Northwest Hospitality Group

Keeping In Compliance: Attendance Enterprise Helps Hospitality Company Comply with Record-Keeping Regulations



“This represents a significant achievement for us, and removes a once time-consuming administrative burden. Having detailed reporting gives us the confidence we can meet state and union labor mandates.”

**Lori McCowan, Assistant to the President
Northwest Hospitality Group**



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Overview:

A hospitality staffing company better tracks time and labor data for 250 hourly hospitality workers. The company gained control of labor reporting, and is now in a better position to meet state and union record-keeping mandates. The labor experts at IntegrTime, Inc. implemented an automated time tracking system that reduces administrative effort of assembling reports required by labor laws. In addition, biometric hand punch time clocks assure the identity of employees.

About Northwest Hospitality Group:

Boise, Idaho-based Northwest Hospitality Group owns and manages hotel properties throughout California and Washington. One of their largest facilities operated by the company is the Sheraton Park Hotel at the Anaheim Resort- Disneyland.

Sheraton Park Hotel offers 490 guest rooms and suites, three restaurants, two full-service lounges, pool and fitness center, gift shop and 14 meeting rooms.

Northwest Hospitality Group staffs the property with 250 hourly employees in a variety of departments including housekeeping, guest services, food service, maintenance, and other areas.

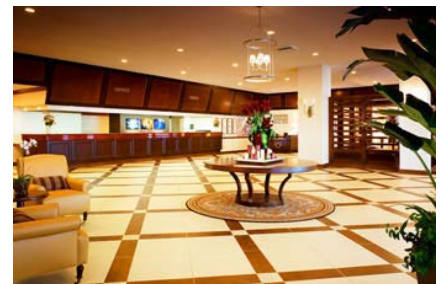
Compliance Challenges:

In past years, when the organization used an outdated service to track time and labor for hourly workers, it was difficult to effectively manage information. It was cumbersome for management to generate labor reports to comply with California and union labor regulations.

Northwest Hospitality Group must comply with specific state laws regarding breaks and overtime. Mandates require employers grant a 15 minute break for every four hours worked by an hourly employee. With the past methods, a manager had to manually review time sheets to make sure the company was in compliance with the break mandates.

"The Attendance Enterprise system also improves accuracy by automatically tracking employee transfers. When an employee moves between food service and bartending, for instance, they record the department transfer directly at the clock. This lets the HR office better assess staff utilization by department."

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Explained Lori McCowan Assistant to Northwest Hospitality's President, "Anytime our administrative office wished to run a labor hours report by department, or any other kind of summary report, we had to take the time to make the request to the service provider, and then pay an additional fee for each report. Plus, by the time we received the reports, labor data was out of date. "

Partnering with IntegrTime:

To address these limitations, Northwest Hospitality teamed with the labor experts at IntegrTime Solutions, Inc. (Palmdale, Calif.). IntegrTime worked with the company to implement Attendance Enterprise, a web-enabled Time & Labor Management system offering accurate time tracking, reporting, and reliable data collection.

IntegrTime installed the latest biometric hand reader time clocks to collect employee time and attendance data from all the hourly workers. IntegrTime also configured this system to directly interface with the company's payroll application.

Streamlined Record Keeping:

Attendance Enterprise easily automates the tracking and calculation of employee labor data. The HR office appreciated the direct support provided by IntegrTime and was quickly up and running on the new system.

Now, hourly workers at each division use the biometric hand punch clocks to punch in, out, for breaks and lunches. They can also transfer to other departments directly at the clock. The hand punch clocks accurately confirm employee ID, and remove the opportunity for "buddy punching" – where one employee knowingly punches in for another.

Real-time Data:

A key benefit of the new solution is capturing labor data in real-time. Instead of relying on an outside service for reporting and labor analysis, the HR office regained control of reporting, and is better able to get a real-time view of labor resources by department, employee behavior trends like overtime and missing punches.

"What we appreciate the most is the control we have to generate and run our own labor reports. We have the ability, all in one place, to generate the necessary labor reports we need for union and state compliance."

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Compliance reporting:

In addition, Attendance Enterprise generates real-time staffing reports that help meet union and state mandates. Reports show a level of detail not available with the past methods. Reports summarize missing breaks, archived records, distributed hours by department, overtime and other key labor data.



Notes McCowan, "This represents a significant achievement for us, and removes a once time-consuming administrative burden. Having detailed reporting gives us the confidence we can meet state and union labor mandates."

Other Noteworthy Improvements:

Northwest Hospitality Group significantly reduced the amount of administrative effort once needed to track and manage payroll data. Since the time tracking system automatically handles compliance reporting, this frees up staff to handle more meaningful tasks.

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Concludes McCowan, "What we appreciate the most is the control we have to generate and run our own labor reports. We don't have to rely on an outside service to access labor reports nor do we have to pay any extra fees. We have the ability, all in one place, to generate the necessary labor reports we need for union and state compliance."



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