

a Celayix success story for building services

Lower Costs While Improving Client Satisfaction with Celayix



"In one morning I have the payroll information done, compared to three or four days before. It's like night and day. I love it."

— **Melissa Rosengren**
Administrative Assistant

Solution Review

Organization

Business Cleaning Solutions
Missouri Valley, IA

Challenges

Paper timesheets became too time-consuming to manage and required double data entry. With employees offsite, BCS needed real-time attendance information.

Solution

Celayix Voice Xpress enables BCS employees to record their attendance with a simple phone call to an automated line. That information is ready for payroll and billing without any data entry.

Benefits Summary

- Missed shifts are filled immediately – maintaining high client satisfaction.
- Bi-weekly payroll processing is completed in one morning, instead of three to four days.
- Instead of outsourcing, payroll is processed in QuickBooks saving more than \$800 per month.
- Real-time tracking improves attendance.

Thirty years ago, Dennis and Sue Hansen started cleaning commercial buildings in Iowa's Missouri Valley. Today, their enterprise – now named Business Cleaning Solutions – cleans over 650,000 square feet in four states with nearly 100 employees. The company provides the full range of interior and exterior cleaning services for offices, schools, retail and industrial buildings, as well as carpet and duct cleaning for residential customers.

Staying focused on customer and employee satisfaction, Business Cleaning Solutions (BCS) has grown rapidly through referrals in recent years. With an increasing number of employees, the company quickly outgrew its manual time and attendance processes.

Every two weeks, staff members collected handwritten timesheets from employees. While employees at some locations could fax in their timesheets, others did not have access to fax machines. Instead, BCS staff would drive to 30 different locations to retrieve them.

"We started with three locations and grew to 30, so collecting timecards was getting out of hand," said Melissa Rosengren, administrative assistant at BCS. "We knew we had to find something to make it more manageable."

Plus, BCS manually entered time and attendance into Excel spreadsheets. In turn, the company's accountant re-entered that information into

QuickBooks. The entire process took three to four days every two weeks.

Without real-time attendance tracking, at times the company did not know if someone failed to show up for work – until the client reported it.

Attendance with a Phone Call

Rosengren conducted an online search for solutions to simplify time and attendance tracking. Of those she found, Celayix Software was the best fit for its ease of use and customizability to the company's needs.

The web-enabled software offers electronic time and attendance tracking through Celayix Voice Xpress. Voice Xpress enables BCS employees to record their attendance with a simple phone call to an automated line.

To ease the transition for employees, BCS gave them brief training and a handy wallet-size card with instructions and the clock-in phone number. When employees – paid by the hour – arrive for a shift at the client site, they place a call to the system. They also call the line when they complete their work. The system captures the exact times and call locations, giving BCS verification that employees called from their proper places of work.

If an employee fails to call in by a designated time, Voice Xpress automatically alerts BCS staff on their

Real-time alerts have helped improve attendance, employee accountability and customer satisfaction.

cell phones. They can then proactively call employees or find substitutes – without a client ever knowing.

“Most of our employees work at night. We love the Celayix alert system so we know immediately if someone hasn’t shown up for a shift” Rosengren said.

Demonstrating its customizability, Celayix was easily configured for a unique aspect of BCS’ business. Because employees do not need to start at exact times, Celayix business rules alert office staff as long as employees do not show up by a certain time each night.

Payroll Done in One Morning

Voice Xpress dramatically changed time and attendance tracking for administrative staff. Now, each morning Rosengren looks at the Celayix solution to see attendance from the night before.

With all attendance neatly stored in Celayix, she eliminates the need to rekey information into Excel and QuickBooks. Celayix data exchange capabilities export data right into the company’s accounting software. She can also run reports to calculate gross payroll, billing and profitability numbers right in Celayix.

“In one morning I have the payroll information done, compared to three or four days before,” Rosengren said. “It’s like night and day. I love it.”

In fact, BCS no longer uses an outside accountant to process payroll. Rosengren has started handling this function on her own now, saving the company more than \$800 per month.

Real-time alerts have helped improve attendance, employee accountability and customer satisfaction.

“We are serving our customers better by ensuring that we always get our people there to get their buildings clean,” Rosengren added.