

# a Celayix success story for commercial security Ramco Switches From Competitor and Chooses Celayix's Best-of-Breed Workforce Solution



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— Adam Walfish  
General Manager

## Solution Review

### Organization

Ramco Protective Services, Inc.  
Orlando, FL

### Challenges

Ramco found its previous scheduling application challenging to use and costly.

### Solution

The company traded complexity and high cost for Celayix eTime Xpress, an affordable and intuitive application that proves to be a much better overall solution.

### Benefits Summary

Weekly schedules prepared in half the amount of time.

Powerful schedule visualization tools clearly show open shifts and overtime, promoting employee uptake of shifts and reducing unnecessary overtime.

Profitability reports in eTime Xpress help management make better decisions that improve the bottom line.

In business since 1996, Orlando-area security firm Ramco provides security personnel services for residential and commercial properties. Its two locations, in Altamonte Springs and Naples, Florida, deploy a total of 170 employees to dozens of client sites.

Ramco invested in a workforce management solution to cut costs and streamline frequent activities like scheduling. It purchased software and incurred the time and expense of training its employees. So it speaks volumes when an organization decides to switch workforce management solutions.

Ramco found their previous workforce management software difficult, costly and time-consuming to use. "It was overpriced for what it offered," said Adam Walfish, general manager of Ramco. "We needed something easier to use and more affordable."

### Easier Use, Easier on the Budget

When Walfish joined as general manager, he looked for ways to reduce costs and streamline administrative functions. He saw the firm's existing workforce management system as an obstacle to both those objectives.

It was an easy decision to switch to eTime Xpress, a Web-enabled workforce management application by Celayix. With eTime Xpress, Ramco got the best-of-breed scheduling application that is easier to use, more powerful and easier

on Ramco's budget. Plus, the Web-based nature of Celayix frees Ramco from IT management hassles.

"Celayix is a lot more user friendly than our previous application and it does a better job handling the complexity of our business," Walfish said. "We can move employees around easily on the schedule, which helps us complete schedules faster."

A Celayix consultant implemented eTime Xpress at both locations, and provided training for six staff members. They were able to begin using it immediately to generate weekly schedules.

### Fast, Intuitive Scheduling

With the Visual Scheduler in eTime Xpress, Ramco staff can customize schedule views and allocate an employee in a single click. In turn, they cut the amount of time it takes to build schedules in half.

eTime Xpress is much more intuitive and makes "it much easier to manipulate employees on one screen, instead of the several clicks with the other software," he said. "It's 20 times easier to look at and we can make the schedule look the way we want."

That translates to schedules that are easier for all to read. Open shifts are highlighted in yellow and overtime shifts in red. Employees can quickly identify shifts that are open and pick them up,

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**Better scheduling, better decisions and lower cost - all by switching to Celayix.**

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making it simpler for Ramco to fill open shifts. Also, managers are more aware of overtime, helping them reduce unnecessary overtime.

When the work is complete, Ramco brings over data from Celayix to QuickBooks for payroll and accounting processing.

**Better Decisions**

As general manager, Walfish uses the profitability reports in eTime Xpress to help make better staffing decisions. "I love the profitability reports. I can actually see where there are opportunities to improve the bottom line," he said.

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