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Servicon Systems Streamlines Employee Management, Enhances Engagement

Servicon Systems, based in Culver City, California, is a janitorial and facilities maintenance services provider that serves clients in a range of industries, including aerospace and healthcare.

Employees: 1,500

Industry: Contract Services

Top Challenge

Long wait times for employees to punch in at a client site and then walk to their assigned work area diminished productivity. Employee timekeeping also wasn't part of the payroll processing system, slowing payroll. To improve these processes, Servicon Systems implemented a unified, cloud-based UKG Ready™ solution.

Solutions

Mobile functionality with geofencing reduces employee time spent punching in and out and ensures employees are at a client location.

Employees have an efficient and accurate way to track their time working on one or more tasks at a work site.

Built-in pay and work rules help improve payroll accuracy and reduce compliance risk.

Results

Payroll processing time has been cut from 30 hours to eight hours, freeing up staff for more strategic activities.

The time needed to review employee time spent on projects before information is sent to billing has been reduced from two days to 45 minutes.

Access to real-time data helps managers track employee time to budget and forecast labor costs of future work.

Key benefits

- **Improves productivity with employees using the mobile app to punch in and out at client work sites**

- **Streamlines payroll processing and client invoicing and ensures employees are paid accurately for their time**

- **Helps ensure compliance with all state and federal labor laws, including for employees taking required meal and other breaks**

"[UKG] took the time to understand our business, our people, our challenges, what our work means to our customers, and how their part of that impacts it. And we do the same with our clients. When a partnership really works is when you really understand each other's business and how you can make it more successful."

Laurie Sewell, President and CEO

Products

UKG Ready Time
UKG Ready HR
UKG Ready Payroll
UKG Ready Scheduler

Challenges

When Servicon Systems employees arrived at large client sites, 80 to 100 workers might wait in line to clock in and then walk 15 to 20 minutes to their job site, decreasing their actual work time and productivity.

With employees using a timekeeping system that was separate from the company's payroll and HR systems, Servicon's payroll staff needed additional time to ensure payroll was accurate.

The company's paper-based billing process required that work orders be faxed or scanned and emailed to the director of facilities solutions. This person spent two days per month ensuring time was charged to the right client and for the right day. Potential errors were always a concern.

Solutions

To streamline its human capital management processes, Servicon Systems implemented a UKG Ready solution for its employees, both union and nonunion workers. This move has enabled the company to increase managers' time with workers, improve productivity, better control labor costs, mitigate compliance risk, and increase employee engagement.

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Results

When Servicon Systems employees arrive at a job site now, they can begin work without waiting. They use the solution's mobile app to select a work project's purchase order or internal charge number and then punch in. When they're done, they punch out of this activity and move on to the next task, continuing the process. The app's geofencing functionality ensures employees are onsite when punching in and out, so their time is accurate.

Now that Servicon Systems is using a single, unified solution — with timekeeping, scheduling, HR, and payroll information all in one system — payroll processing is streamlined and paychecks are correct. The time needed to process payroll has been reduced from 30 hours to eight hours per pay period, freeing up HR/payroll staffers for more strategic activities.

The automated solution has streamlined client invoicing too — and ensures the information is accurate. The director of facilities solutions now spends just 45 minutes instead of two days reviewing employee time on projects before this information is sent to billing.

Having real-time data visibility helps managers track project hours to budget and assists in forecasting future hours required to complete a job.

Employees also use the mobile app to see their benefits and training expiration dates, view their vacation and sick time balances, switch shifts, and request time off, enhancing their engagement through 24/7 access to their information.

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