

LindenGrove

Industry: Long-term care

Employees: 1,000

Products:

Workforce Timekeeper™
Workforce Payroll™
Workforce HR™
Kronos 4500™ biometric terminals

PROJECT BENEFITS

- Bringing payroll processing in house increases control and flexibility and improves visibility into labor costs
- Tracking position management and consistent application of multiple pay rules across all locations ensures payment is applied correctly
- Reporting real-time labor data improves decision-making and helps control labor costs
- Utilizing Kronos Managed Services keeps LindenGrove's workforce management solution up to date and running smoothly

LindenGrove Enjoys Productivity Gains, Labor Cost Control, and Timely Solution Maintenance with Kronos

LindenGrove provides a full spectrum of care for senior adults at eight facilities located throughout southeastern Wisconsin. The not-for-profit organization offers supportive senior living programs, rehabilitative services, and long-term nursing care. Since opening its first skilled nursing facility in 1987, LindenGrove has been committed to enhancing the quality of life and care of its clients and creating a positive work environment for its employees, now numbering more than 1,000.

The organization had been outsourcing its payroll processing but found the process cumbersome and time-consuming, taking three days from timesheet collection until paychecks and payroll reports arrived by courier. If schedulers made timesheet edits after the file was sent or time clock punches were missing, paychecks needed correcting. And, with LindenGrove's servers off site and serviced by another healthcare organization, the LindenGrove staff was frustrated by sometimes month-plus waits for implementation of legislative updates and service packs.

More cost-effective payroll processing and timely workforce visibility

Eager to gain control of its payroll process and have better visibility into labor costs, LindenGrove brought the process in house, implementing Kronos HR, payroll, and time and attendance solutions, which interface smoothly with the organization's general ledger. Kronos biometric terminals have eliminated missing punches and "buddy punching," and provide better control of time and attendance data. Productivity gains are considerable, with payroll processing time reduced by more than 75 percent, and reports available immediately for timely labor cost visibility.

"Processing payroll in house with Kronos is more cost-effective than sending a file out and hoping it comes back right or having to spend time making adjustments," says Payroll Coordinator Pamela Kincaid. "The bottom line was that it's quite a bit cheaper to do it in house."

Now, with consistent management processes at all of its locations and accurate tracking and payment of employees performing multiple jobs, LindenGrove has mitigated compliance issues. And key to the smooth operation of its automated workforce management solution has been the organization's decision to use Kronos Managed Services to manage the solution and provide timely legislative updates and routine system maintenance.

In-house payroll increases control, reduces errors

Kincaid likes the flexibility and control she has to process payroll in house by herself, on her schedule, not on the schedule of an outside resource. Before, she had to complete payroll on a Monday — creating a problem on Monday holidays — send the file out on Tuesday, and wait another day to receive checks and payroll reports and then handle problems. Now, even if she waits until 9 a.m. Tuesday to process payroll, she is done printing signed checks by 11 a.m., and reports are available immediately for Payroll, HR, and other departments.

"Once I complete my final review, there are no last-minute adjustments by others," she explains. "We have absolutely seen a reduction in payroll errors, and we rarely need to do an on-demand check for a pay period. We can resolve any issue long before payday, fixing it

before I send the tax file on Wednesday.” Before, an error might not have been discovered until payday, creating a delay in issuing a corrected check.

Improved payroll accuracy and time-saving self-service

Kronos biometric terminals have played an important role in gathering accurate workforce data at LindenGrove. They have eliminated missed punches, stopped employees from punching in for one another, and provided the data needed to accurately administer the organization’s variable pay programs.

For employees who perform multiple jobs within a pay period, often at different facilities, the Kronos system automatically tracks position management. The solution ensures multiple pay levels and special pay programs are applied correctly, a challenging task when manually calculated previously. LindenGrove’s perfect attendance program, for example — which increases the hourly pay of employees who report to work on time and complete their scheduled shift — is automatically tracked and applied.

At the terminals, employees can also easily review their punches, schedules, and paid time off, which has reduced their inquiries to the HR and payroll office and given everyone more time to focus on core responsibilities.

Detailed reporting helps control costs, enhance management

During implementation of the solution, Kronos developed custom reports to help LindenGrove track key workforce management data. Selected reports are now automatically emailed to directors, a feature that Kincaid finds particularly beneficial.

“The reports help staff make better decisions,” she says. “Recently we used reports to see where we’re spending our money, so we can adjust appropriately. We also can see overtime, payroll totals, and which employees are out on FMLA; track staff certification and license renewal dates; and access lots of other valuable information.”

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Pamela Kincaid
Payroll Coordinator

Managed Services delivers proactive support and compliance assistance

Unhappy with delays in the maintenance of its off-site servers and Kronos solution, LindenGrove engaged Kronos Managed Services to manage the solution, install legislative alerts and service packs, and perform routine maintenance. This move has given Kincaid “tremendous peace of mind” and lets her use her time more productively. In addition to the scheduled biweekly phone calls she has with her designated Kronos program manager to answer questions and discuss anticipated needs, she receives an email notice from Kronos whenever updates are available.

“I’m so happy with Managed Services, which is just what we needed to help us with legislative updates and special projects,” shares Kincaid. “They keep an eye out for what we need and what has come out, and we’ve reduced our risk because legislative updates are installed more quickly now. Overall, it’s just so smooth.”

Managed Services installs updates, tests the system, and performs maintenance during off hours, allowing LindenGrove staff to remain productive throughout the day.

With in-house control of payroll and Kronos Managed Services keeping LindenGrove’s workforce management solution running smoothly, Kincaid says her work life is far less stressful now. And LindenGrove has the real-time visibility it needs to more effectively manage its workforce.



TIME & ATTENDANCE SCHEDULING ABSENCE MANAGEMENT HR & PAYROLL HIRING LABOR ANALYTICS

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