

IMPLEMENTING A SELF-SERVICE SOLUTION REDUCES COST & LABOR BURDEN

In the spring of 2010, decision-makers at Enviro-Clean Services, Inc. were proactively researching ways to use technology to keep up with demands of future growth without having to add new staff or increase costs. Moreover, the Holland, MI-based building service contracting company wanted to save money in the process.

“We wanted to continue to be on the forefront of technology and also achieve the maximum amount of cost savings for the organization,” said Denise Bartlett, Controller for Enviro-Clean. “At the same time, as we grow, with three people in accounting, we’re also looking for ways to lighten the load.”

TEAM Software’s eHub Employee Self-Service (ESS) solution turned out to be just the technology to help ease the staffing and cost burden at Enviro-Clean. eHub ESS is a secure online portal for employees in the contract building service and security industries. Employees and supervisors can access a variety of personal and job-related information on eHub, anywhere, anytime via the internet. In addition, eHub ESS is available as a free native mobile application for iPhones®, iPads® and Android™ devices.



SUMMARY:

In the spring of 2010, Enviro-Clean Services, Inc., a building service contracting firm out of Holland, MI, implemented **eHub**, an online employee self-service portal, in order to keep up with demands of future growth without increasing staff or costs significantly.



RESULT:

As a result of implementing the technology, the company not only overcame cost and labor burdens, it actually saved thousands of dollars per year in the process.

EHUB EMPLOYEE SELF-SERVICE CASE STUDY

“ Factoring in the labor to print, stuff and mail pay stubs, plus postage, paper, envelopes and printer ink from month to month, Bartlett’s calculations revealed the process of mailing pay stubs cost the company nearly \$15,000 a year. By implementing eHub, Enviro-Clean realized savings of about \$10,000 the first year alone. ”

eHub Costs Enviro-Clean One-Third the Amount of Mailing Pay Stubs

It didn’t take long to see the beneficial cost savings that eHub brought to Enviro-Clean. The most noticeable savings came from simply offering pay stubs electronically via the self-service portal. While eHub has plenty of employee self-service features, this single element immediately freed up staff time and saved thousands in wages and material costs.

“We realized cost savings from the payroll administrator’s time alone,” said Bartlett, who noted that producing electronic pay stubs, rather than paper stubs, gives back about 10 hours of accounting staff time per month.

From there the savings continued to add up. Bartlett kept detailed records of the costs associated with printing and mailing stubs versus the cost of implementing eHub. The financial benefit of eHub was apparent immediately. Factoring in the labor to print, stuff and mail pay stubs, plus postage, paper, envelopes and printer ink from month to month, Bartlett’s calculations revealed the process of mailing pay stubs to about 1,200 employees cost the company nearly \$15,000 a year.

“Our first year of eHub was 1/3 of that cost,” said Bartlett, making the savings close to \$10,000 a year right off the bat. After the first year, the initial fees to set up eHub (for premise-based clients) were not a factor, so the cost of eHub became about 1/6 the total cost of printing and mailing pay stubs.

Employee buy-in has not been an issue either, according to Bartlett, who said for the most part the employees have readily adopted the technology and like using eHub. Many employees have also downloaded the free eHub mobile app and use it to check their pay stubs and get other information.

“Out of 1,200 employees, we might have 5 or 10 employees who we print a check stub for,” said Bartlett. “It’s just a small quantity who don’t have other options to access their stubs.”

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eHub is not just for posting pay stubs, although that is, by far, the most popular feature of the solution. In addition to pay stubs, employees have the ability to view hourly benefits, W-2s and contact information. Plus, supervisors can have access to a slew of features to help them manage jobs and employees from the field such as work tickets, scheduling, timekeeping, inspections, customer invoices and reports. All eHub users have access to the eHub home screen, a dashboard sort of communication screen that displays documents, events, messages, links and photos.

Enviro-Clean is using some of the basic employee features on its eHub site, including the eHub home screen. The company has leveraged it to communicate with employees about safety issues and company-related information. Offering handbooks and items of that nature electronically has lessened the company's labor and cost burden in that way as well.

"We post our Enviro-Clean safety manual, the employee handbook and a number of other safety-related documents and corporate policy-type things out there," Bartlett said. "So you can add in the cost savings of not having to print a handbook of over 100 pages and distribute it to all our employees, too."

Implementation Timeline & Key Steps

When decision-makers at Enviro-Clean Services, Inc. decided on an employee self-service solution, they didn't waste any time getting it implemented. From the time they signed on for eHub ESS to the time the solution went live was about 8 weeks.

"We signed on March 1 and went live on May 1," said Bartlett. "I wouldn't expand the project any longer. Your cost savings are greater the faster you get it implemented."

Enviro-Clean began initial eHub setup in WinTeam (TEAM Software's core solution) early on in March. Meanwhile, they prepared communication to go out in a newsletter in April informing employees that their pay stubs were going online. They also provided employees with Standard Operating

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ABOUT ENVIRO-CLEAN SERVICES, INC.

Celebrating 37 years of commercial cleaning experience, Enviro-Clean is one of Michigan's largest and fastest growing family-owned commercial cleaning services provider. With headquarters in Grand Rapids, and 3 offices statewide, Enviro-Clean employs over 1,000 people and maintains more than 22 million square feet of commercial, industrial and educational space each day in Michigan.

www.enviro-clean.com

Procedures, detailing simple how-tos and expectations, as well as an acknowledgement form employees had to sign confirming they understood that their pay stubs would be delivered electronically. (New employees now get this information in orientation.) By mid-April Enviro-Clean had conducted eHub training for accounting, Human Resources and management staff. The staff trained using their own information in eHub.

During the third week of April, a message on employee pay stubs reiterated that pay stubs were going electronic. The final week of April 2012, they conducted training for other office staff, and the HR staff began distributing the SOP to employees. On May 1 Enviro-Clean's eHub site went live, and by May 6 the first pay stub was available for employees to access.

One key decision Enviro-Clean made was to put a link to their eHub portal right on the company's main website. It was an easy website for employees to remember and exposed the employee traffic to other company information.



ABOUT TEAM SOFTWARE, INC.

TEAM Software, Inc. has been a leading provider of software solutions and associated services for the building service and security industries for more than two decades. Based in Omaha, NE, TEAM offers a host of fully integrated solutions from operations, financial and workforce management to employee and customer self-service to time and attendance products designed to help customers profit from efficiency. TEAM is proud to be an employee-owned company since 2007. Because each employee has a stake in the company, TEAM's staff is extremely motivated to make customer service its top priority, always. Each month, employee owners come together to discuss company strategy and review goals and key performance metrics.

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"That was a good move because it drives the employees to the Enviro-Clean website where we have a link to our Facebook," Bartlett said, explaining that Enviro-Clean puts a daily safety message directed at employees on their Facebook page. "You could say that has had a slow impact on our safety, too."
