

Controlling Costs with Workforce Management Software

Building service contractors know that managing people and labor-related costs are probably the No. 1 concern of most companies with distributed workforces. So, using workforce management technology is a must. Mike Reschke, COO of RBM Services, Inc., a building service contracting company from Provo, Utah, has experienced this first-hand. Eighty percent of his company's operations is labor-related and 70 to 80 percent of costs are related to labor, as well. That's why Reschke considers TEAM Software's workforce management solutions vital to RBM Services. A major component of TEAM's workforce management offering includes eHub, an online and mobile self-service solution featuring job and employee information, electronic paystubs, work ticket functionality, real-time time and attendance information and inspection capabilities among other things.

"We rely on eHub daily. Our managers have become dependent on it for budgets and things like that. In fact, they are rewarded based on how many times they access eHub each week and keep information current," said Reschke. "It's a good tool, and that's why we incentivize it. Plus, it makes our managers' jobs easier. If something is not accurate, they ask about it. eHub has helped us empower them, and we don't have to micromanage."

In addition to boosting employee productivity and empowerment in the field, TEAM's integrated solution leverages shared data across the system, which can help control labor costs proactively.

"We were always reactive before," said Kaylee Brown, Vice President of Finance at Carlson Building Maintenance, a BSC from White Bear Lake, Minnesota. "We would get labor reports two weeks after the fact. WinTeam — TEAM's core financial, operations and workforce management solution — allowed us to be proactive. We can run daily labor budgets so we know where we are at with any job at any time, who is over budget. It helps us with our labor in a big way."

District managers and field managers at Carlson Building use eHub and that helps manage costs as well, according to Brown: "When an employee changes a record in eHub, we can see notes and the history. That gives us better control."

Gabor Elscics, the CFO of United Services of America, an Affineco company based in Connecticut, noted that by using eHub, managers at United Services can review and edit payroll before processing to reduce errors and improve accuracy. "Any issues are fixed before we even cut checks," said Elscics.

For Enviro-Clean, a BSC located in Holland, Michigan, it didn't take long to see the beneficial cost savings that eHub brought to the business. The most noticeable savings came from simply offering pay stubs electronically. 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. Factoring in the labor to print, stuff and mail pay stubs, plus postage, paper, envelopes and printer ink from month to month — and even factoring in the cost of eHub for a year — Bartlett's calculations revealed that eHub saved the company \$10,000 a year. ▶

PICTURE THIS

Your company can effectively control costs and work more efficiently by using TEAM Software's workforce management offerings.

REAL RESULTS

One BSC was able to save \$10,000 in postage and related costs in one year by using eHub, the self-service component of TEAM's workforce management solutions.