

NOVAtime Technology goes to Super Bowl XLI in 2007

When Boston Culinary Group was handed the daunting challenge of employing a support staff of 3,000 to service the Super Bowl XLI food fest, they knew they had to upgrade their Time and Attendance system.

Kevin Hookway, who was in charge of the project, was faced with two criteria: first, to select the best solution to fit the workforce management needs of Boston Culinary Group, and second and just as importantly, to live up to their commitment of getting the job completed within the promised timeframe.

Mr. Hookway stated, "We were in need of a solution that operates as efficiently as we do when we provide quality food and excellent service with timely delivery. We needed a system that would provide up-to-date information with powerful reporting capabilities that could be easily integrated into our existing systems. On top of that, it must be installed to its perfection by the due date, and we did not have a lot of time!" They also wanted a guarantee that, not only were all the actual employees clocked in, but they were physically on the job and ready to feed and cater to the thousands of eager fans at the Food Courts, Stanley's and Patrons Chairman's Clubroom, and Johnny Walker's Buffet & Lounge. In their search to accomplish these tasks, they selected NOVAtime Technology's NOVAtime 3000 Enterprise Edition workforce management system, installed and serviced by National Time Systems with offices in Miami.

"NOVAtime 3000 has many great workforce management features we need and is very easy to use. Even with our special customization and integration requirements, I had complete confidence in National Time Systems' statement that NOVAtime would work 24/7 to make sure they meet their deadlines, and they came through with flying colors," said Mr. Hookway.

When Boston Culinary Group made the decision to upgrade their Time and Attendance system, they were looking for several things; premier among them, a product that could meet all of their Time and Attendance / Workforce Management needs and still be easy to use and manage. Additionally, it must have the ability to prevent "buddy punching," where an employee clocks in for a coworker. Their goal is to focus on their business—delivering quality food timely to the Super Bowl XLI attendees and press groups.

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National Time Systems addressed these requirements with the NOVAtime 3000 Enterprise Edition system (NOVAtime 3000), a web-enabled Time and Attendance / Workforce Management solution utilizing biometric handreader data collection terminals—the same type of terminals used by the Department of Defense for security purposes. These terminals also do away with the hassle and expense of lost or stolen time clock badges.

The NOVAtime 3000 system was configured to allow Boston Culinary Group's supervisors to easily administer employee coverage in real time as well as to collect critical labor information. Their supervisors can readily review and approve employee timesheets in preparation for payroll processing.

The major hurdle presented to NOVAtime was the absolute drop-dead hand-over date for the completed installation. That date was January 8, before the 2007 Super Bowl game from which date there could be neither deviation nor extension. Further, a new interface program had to be written to accommodate transferring the data to their Ultipro Payroll system.

These challenges had to be surmounted, with configuration and testing completed, within a four-week timeframe to meet the Super Bowl schedule. Mr. Hookway created a detailed project plan for National Time Systems and NOVAtime Technology to adhere to, and the NOVAteam met all of these commitments with time to spare! He stated, "I have been extremely happy with the system and the implementation went like I hoped it would, considering the fixed timeframe they were working within. NOVAtime 3000 provides accurate real-time information that is easy to use and manage, so we can focus our energy in serving the Super Bowl attendees. It's great to know that when someone is clocked in, they are actually at work."

In the first Super Bowl ever played in a rainstorm, the Colts defeat the Chicago Bears 29—17 before 75,000 fans at Dolphin Stadium in South Florida. Through the use of this innovative Time and Attendance/Workforce Management system, Boston Culinary Group fed 75,000 game day attendees and the expanded press corps at the Dolphin Stadium in South Florida with ease.

The NOVAtime system is also used by Boston Culinary Group at the Bank Atlantic Center, home of the NHL's Florida Panthers.

For more information on NOVAtime and how they can help you streamline your workforce management needs, please email sales@novatime.net or call 877.486.6682.
