

The Civic Center of Greater Des Moines Automates Timekeeping of Union and Non-Union Employees with NOVAtime's Workforce Management Solutions

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The Civic Center of Greater Des Moines opened in 1979 and has become Central Iowa's premier not-for-profit performing arts center. The organization presents major Broadway and educational touring companies, performers, and groups. It is also the performing home to many local and regional groups, including the Des Moines Symphony and StageWest, making the Civic Center a nationally recognized destination for world-class productions. The organization's mission is to be a national leader in the presentation of performing arts by engaging the Midwest in the highest quality entertainment, education, and cultural activities.

As an entertainment venue, the Civic Center practices seasonal employment of staff and volunteers. Therefore, personnel volume fluctuates throughout the year, ranging from around 350 to 500 active employees at any given time. The Civic Center benefits from using the NOVAtime solution because it allows existing employees to be easily inactivated and reactivated within the system, as necessary, relieving supervisors of the task of having to re-enroll seasonal employees into the timekeeping system each year.

One of the key contributors to the Civic Center's decision to implement the NOVAtime solution was its ability to support union and non-union employees. "We have a lot of union workers with many variables and rules, while we also have non-union departments with other rules. Across the board, we have different situations for each department, and the NOVAtime system most closely fit the needs of our process," explains Chris Browning, Office Manager of the Civic Center. The organization was pleased with the great job done by Longley Systems (the local NOVAtime reseller that implemented the Civic Center's system), particularly in answering questions and addressing issues regarding the union rules. Ms. Browning adds, "The pay matrix allows us to comply with union contracts and pay accurately, and they've been great with setting that up."

Currently, there are 19 supervisors at the Center who are utilizing the NOVAtime solution to monitor employee time and approve direct reports. "It is an easy system to navigate through, and supervisors only have to review their own employees, without having to weed through other employees and departments," says Ms. Browning. The intuitive and user-friendly system design provides supervisors with easy access to employee information, while the user dashboard presents all data that may require attention (i.e. requests, exceptions, etc.) for quick review or corrections as needed. This reduces the amount of time that supervisors must spend on labor management and provides them with more time to perform other job tasks.



Before implementing the NOVAtime solution, the Civic Center was utilizing a completely manual, paper-based process. Now, with NOVAtime's automated processes, the Civic Center has the reliability and security that the manual system had been lacking. "Before, there were people writing the time, but now there are absolute records of time transactions," says Ms. Browning. By using the biometric verification of the NOVAtouch device, the employees are identified by their fingerprint prior to clocking in with NOVAtime's web punch feature, which allows transactions to be performed at a regular PC. Not only does this process provide accurate electronic records of time and attendance, it also eliminates "buddy" punching. With biometric verification, employees cannot clock in for one another, and this provides the Civic Center with confidence in the accuracy of employee timesheets.

"The reporting feature is excellent as well—something that was not available in our previous system," says Ms. Browning. The Civic Center replaced their previous system with the NOVAtime 3000 solution in 2010 and recently migrated to the NOVAtime 4000 STARbox solution, which offers even more powerful and well-rounded workforce management features to accommodate the Civic Center's business requirements. Ms. Browning adds, "We are excited about the development of the online scheduling software," as they have been looking forward to this new system.



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.
