

CCI Systems Uses NOVAtime 5000 SaaS to Automate & Integrate Timesheet Data

CCI Systems has selected NOVAtime Technology, Inc. to automate its time and attendance process for over 570 employees.

CCI Systems, an employee-owned corporation, was founded in 1955 in Iron Mountain, Michigan as a cable television construction company. Today, CCI pulls from its 60 years of 'across the network' experience to consult, design, build, integrate, manage, and support all types of communication networks for service providers, hospitality, and business organizations. In accordance with a tradition of high standards and execution excellence, CCI selected the NOVAtime 5000 SaaS solution to manage over 570 employees at various locations across the US.

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After automating payroll payment processing with ADP in 2014, CCI decided it was time to find a more centralized, web-based time and attendance solution with customizable field tracking, flexible approval management, complex pay rules, and modern integration tools so that they could automate remaining manual timesheet processes. After an extensive search, CCI selected NOVAtime 5000 SaaS, a workforce management solution that features time, attendance, scheduling, accruals, leave, and reporting functionality. During the implementation, NOVAtime worked closely with CCI to develop a custom web services integration that enables their internal production operations application, PODS, to send timesheet data into NOVAtime 5000 so that on-call pay and overtime hours can be calculated.

CCI's employees utilize Employee Web Services (EWS) to enter time into their timesheets, which are then submitted for supervisor approval. Employees also use EWS to submit leave requests. Mary Jarvis, CCI's Payroll Supervisor, says, "The employees and supervisors really like it. Once approved by their supervisor, the employee's timesheet populates with the requested vacation hours. Requests made several days or months ahead of time can be viewed in a scheduled calendar format which provides staffing details to supervisors at a glance. Employees enjoy having documented time off approvals."

Ginger Vrancic, Sr. Business Analyst at CCI, adds, "One huge benefit is that employees can view their accrual balances in EWS which eliminates a phone call to Payroll requesting the information. This makes managing balances much easier for the employees especially at year-end when the company 'Use It or Lose It' policy is enforced."

Speaking on supervisor usage, Ms. Jarvis explains, "Some supervisors utilize the auto-pay feature to pre-populate designated salary employee timesheet hours each week. This process combined with the ease of approving timesheets has allowed for faster processing time which I have heard considerable positive feedback about." Timesheets, once approved by supervisors, are routed to payroll administrators for review and processing.

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Ms. Vrancic also enjoys the system's customizable dashboard, which displays various types of employee information, such as timesheet statuses and leave requests, all on one easy-to-read screen. She states, "I absolutely love the dashboard. I was in there every day monitoring the activity. During training, I encouraged all of the supervisors and payroll administrators to setup their own dashboards." The timesheet status visibility is a favorite with CCI payroll staff as it empowers them to hold employees and managers accountable for meeting timesheet approval deadlines so that fast payment turnaround is possible. Payroll previously took nearly 4 days to process but is now done in just 1 ½ days.

In addition to the functionality that NOVAtime 5000 offers, CCI appreciated NOVAtime's customer service. Integrated Time Systems, a premier authorized NOVAtime reseller, performed the implementation for CCI. Ms. Jarvis explains, "George [from Integrated Time Systems] has been great. I get immediate responses from him and he is very thorough. It has been a great experience on my end." Ms. Vrancic agrees, "It has been great working with George! He knows our system setup and understands our complex business requirements which means I have to spend less time explaining the issues."

CCI was also impressed by NOVAtime's willingness to work so closely with its clients, specifically regarding the custom web services integration. "Working with NOVAtime has been a pleasure because there was no push back when we discovered our needs fell 'outside the box.' Due to our unique situation, Jeff [from Integrated Time Systems] connected us with Joyce and Dharmesh at corporate and together we managed to build a successful integration solution," says Ms. Vrancic.

"Many of our software vendors do not allow us to work directly with their developers, but that wasn't true with NOVAtime. Dharmesh frequently participated in support conference calls with our internal PODS developers to better assist them with troubleshooting. Joyce maintained close contact with us and always provided progress updates and did whatever it took to get the job done. CCI set an implementation timeline of three months and





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because of the hard work and timely responsiveness from everyone involved, allowed CCI to complete the project within its 3 month timeline. An additional goal set by CCI to get 100% of its workforce using an electronic timesheet was also achieved in the 6 months following go-live. NOVAtime 5000 system flexibility made this possible.”

Jeff Neduzak, Support Services Manager at Integrated Time Systems, enjoyed working with CCI as well. “We consider them a true partnership. It was a great implementation and they rank up there as a top partner. Also, my hat goes off to Ginger. We wouldn’t have been able to do this without her.”

Joyce Jan, Director of PMO at NOVAtime, enthusiastically adds, “I loved working with Ginger! CCI Systems is great and we are lucky to have them as a client and partner.”

NOVAtime and Integrated Time Systems look forward to continuing this partnership with CCI Systems for years to come.

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.
