

The City of Bridgeport, Texas

ExecuTime Cuts Time Tracking Hassles by 50 Percent

At a Glance

Employees: 61

Population: 6,100

Tyler Client Since: 2008

Product Used: Incode®, ExecuTime™

Budget: \$26,600,000

Website: www.cityofbridgeport.net

In Their Own Words:

“Obviously this is the best timekeeping system that this city has ever possessed. As a department head, I really enjoy the ease of navigating through the system.”

—Bridgeport Police Chief

Two years ago, the city of Bridgeport, Texas realized that they needed to make changes to their time tracking process. Their large staff couldn't access their leave and benefits data without repeatedly querying supervisors. Supervisors lost hundreds of hours of productive time reconciling payroll, and manually tracking vacation requests and other paper forms. Additionally, their old time tracking software had far too much unexpected downtime and barely integrated at all with their payroll management software. Bridgeport knew that they had to find a better solution.

“We were using another timekeeping software, but it was very cumbersome. It had a lot of downtime and frustrations. It was also very limited in its ability to grow with our staff, so we reached a point where we had to find something different,” said Judi Conger, human resources manager.

Bridgeport struggled to stay on top of the many non-standard time tracking requirements for their police force. “Our police department works 84-hour work periods versus the regular employee who works a 40-hour work week,” explained Conger. “We also have comp pay, bereavement leave, sick leave, vacation, personal holidays and flex time, plus our dispatchers work 10-hour shifts instead of eight-hour shifts. So the benefit accrual rates are different for each.”

After an exhaustive search process involving all the top competitors in time tracking software, the city of Bridgeport chose ExecuTime from Tyler Technologies to replace their former solution. “ExecuTime offered the best price for the features we needed, plus it provided the ability to automatically track all of these different pay codes and benefit accruals,” said Conger.

Once they made the choice, work on the installation and implementation started right away. “It was very organized,” remembers Conger. “They sent us a detailed list of questions to give them a complete picture of how our pay codes work and accrue, and then they installed the software based on that.”

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One of the most important requirements for Bridgeport was the ability for the software to integrate with their payroll management software because integration was a major failing of their old time tracking solution. “There was little-to-no integration between [our payroll software] and our old system,” explains Ben Flanagan, IT technician. “Everything was done manually. The old software did not go the extra mile and get us connected to [our payroll software] like ExecuTime has. With ExecuTime, it’s all automatic. You hardly have to think about it.”

Tyler sent an implementation consultant to Bridgeport to provide hands-on training for the supervisors. Bridgeport used the train-the-trainer approach where their supervisors then trained their staff members. Due to the ease of use of the ExecuTime solution, this process went very smoothly and generated a high acceptance rate for all involved.

Of course, whenever an organization installs a major new software solution across an entire enterprise, there’s bound to be hiccups. Tyler’s installation of ExecuTime in Bridgeport was no different. That was where the ExecuTime expert technical support team stepped in to make everything right. “Technical support has been extremely helpful,” says Conger. “In the beginning we had some little issues. They were so good about responding to my calls right away. When we went live, they were standing by and it felt good having them right there just in case something didn’t work correctly. We’ve been very pleased with their technical support.”

But at the end of it all, the most important question is whether or not Tyler delivered on its promises. Are the benefits there? In Bridgeport, the answer is an enthusiastic “yes!” The staff has happily embraced the ability to clock in and out automatically on their computers. They can also check their benefit accruals online, at any time and without pestering their supervisor. Employees love the ability to submit and check the status of leave requests entirely through the ExecuTime system, without filling out and submitting paper forms.

On the supervisor side, the benefits are even more impressive. “The supervisors had a lot of manual tasks with the old system, especially on payroll day. It was a very long process. Across the board, they’ve all told me that ExecuTime cuts the time they used to spend on those tasks by about 50 percent.”

One of the most enthusiastic fans of ExecuTime is Bridgeport’s police chief, Randy Singleton, who had to contend with many unique pay codes and benefit accrual rates. “Obviously this is the best timekeeping system that this city has ever possessed. As a department head, I really enjoy the ease of navigating through the system.”

Ultimately, those benefits all trickle down to the citizens of Bridgeport. “ExecuTime has increased productivity for all the departments. The supervisors can get the time tracking job done in half the time and go on to their other tasks,” said Conger.

For details on Tyler’s enterprise workforce management solutions visit www.executime.com or call **888.832.3932**.