

The City of Windcrest, Texas

Increasing Efficiency and Accuracy with ExecuTime

At a Glance

Location: Windcrest, Texas

Budget: \$9,000,000

Employees: 58

Population: 5,600

Tyler Client Since: 2007

Tyler Product(s) Used: ExecuTime[™], Incode[®]

In Windcrest, TX, the process of moving from a paper-based system for time and attendance to an electronic system provided valuable insight into why many city governments make this change. According to Trey Hall, Windcrest's emergency management coordinator and IT manager, the reasons why they had to stop using paper time cards were simple. "Payroll used to do everything manually with hand-written time sheets rounded to the nearest quarter hour," he said. "Just the length of time that it took to get payroll out was the biggest driving force. With the manual time sheets it took two people two days to get payroll finished for their employees every two weeks."

In addition to time saving concerns, Windcrest also had problems with efficiency and human error. "We had a lot of people not turning in time sheets on time," said Hall. "They weren't being signed off on by the supervisor. Nobody did their own math. They just filled out the start and stop time for their days. Payroll did all of the mathematical calculations."

From an IT perspective, the biggest hurdle in finding an electronic time and attendance solution was integration with their finance and payroll software. As with almost every city government, Hall also had to locate a solution that would handle the intricate time and benefit policies for departments like police, fire and public works. "Our cops get paid on 7K time," explained Hall. "It's a law that allows a pay period for a police or fire department individual to be extend over an 86-hour, two-week period instead of a 40-hour, 1-week period for overtime. So the new system needed to figure out when staff were straight time, 7K time or overtime."

To research his new solution, Hall cast his net far and wide. He talked to other cities to see what they used. He put out requests for recommendations on relevant internet forums. He got recommendations from his ERP software provider. In the end, he found that there was a gap between what he needed and what the market offered. "There were a couple of solutions but they were far too expensive for our budget," said Hall. "Through some web searches and listservs for Texas IT managers and government IT managers group, I came across ExecuTime[™]."

Hall got in touch with Tyler, saw a demo and talked at length with the sales staff. "After talking to [them], I got a sense that they were the company I wanted to do business with." Tyler worked closely with their city's ERP software provider to ensure that they could establish a firm handshake between their time and attendance solution and the ERP solution.

Long story short, creating an integration between the two technologies was a snap. “It’s working well,” said Hall. “I would certainly recommend ExecuTime to other Tyler Technologies users.” Hall also reported that ExecuTime prevailed with regards to integrating and automating complex time and attendance policies for police, fire and public works departments.

Ultimately, once installation, implementation and training were completed, Hall and Windcrest’s city government staff quickly discovered the benefits of ExecuTime over paper time sheets. “Our finance department is more relaxed,” said Hall. “It used to take 2.5 days and two people to do payroll. Now it takes one person a solid day and another person a half a day.”

Hall also reported that the staff and supervisors like the ability to request, review and check time off requests via ExecuTime’s web interface. Overall, Windcrest has seen a great improvement in efficiency and accuracy for tracking time, attendance and benefits. This immediately translated to overall payroll processing savings.

For both Hall and the Windcrest, implementing ExecuTime has been very beneficial. Now that they have had the new system in place for over a year, they can’t imagine going back to paper time cards. At the same time, they’ve gained valuable knowledge about implementing new IT solutions for its user base.