WorkTech

Anchorage Water and Wastewater Utility Customer Profile

Anchorage Water and Wastewater Utility maximizes efficiency and accuracy of time reporting with WorkTech Time™

"With WorkTech Time, we estimate that we've saved more than 100 hours each month, which translates to approximately $100,000 in savings annually."

Ray Pearce,
IT Project Manager,
AWWU

Anchorage Water and Wastewater Utility (AWWU) is the largest water and wastewater utility in Alaska, serving residential and commercial customers within a 50-mile radius of Anchorage. AWWU prides itself on the quality of its water, which is drawn from pristine high-mountain watersheds and glacier-fed lakes. The utility also takes pride in a culture of continuous improvement to ensure the highest levels of service to its customers.

For the 300 AWWU employees located across its widely distributed facilities, as well as at AWWU headquarters, the utility's manual and paper-based labor reporting system had become a time-consuming, error-prone process—and a major target for quality improvement.

"We identified a number of inefficiencies in our old process," recalls Ray Pearce, IT Project Manager at AWWU. "Paper time cards had to be physically transported from each of our remote facilities to headquarters in Anchorage to be processed. We also had the inefficiency of redundant data entry and manual validation. It was obvious to us that we had to come up with a better process, and electronic time cards were seen as the solution."

After evaluating available solutions, AWWU selected WorkTech Time™ software from Work Technology. WorkTech Time provides a single point of entry for time and attendance information, with real-time validation that simplifies and streamlines time reporting from end to end.

Dramatically improving process efficiency

Prior to adopting WorkTech Time, AWWU employees entered their daily labor time into a spreadsheet, which the payroll clerks used as the source for manually entering time data into the utility's PeopleSoft application. AWWU also uses MRO Software's MAXIMO® as its work management system which required field employees to enter their time into both the spreadsheet and MAXIMO so their time could be charged against specific work orders.

"It was a very time-consuming and inefficient process," says Pearce, "but with WorkTech Time, we've been able to improve that process significantly. Now, employees

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Goals

- *Improve efficiency of labor time tracking and reporting*
- *Eliminate redundant data entry*
- *Increase accuracy of time reporting*

Results

- *Implemented electronic time cards that saved more than 100 hours per month on time reporting and processing, resulting in annual cost savings of approximately $100,000*
- *Automatically records time to MAXIMO work orders and feeds time data to PeopleSoft*
- *Built-in validation and audit trails ensure that time is charged only to valid cost centers and to projects for which the employee is authorized.*

only have to enter their time once, directly into WorkTech Time. It has completely eliminated the time previously spent entering labor data into MAXIMO a second time, and re-keying it yet again into PeopleSoft. With WorkTech Time, we estimate that we've saved more than 100 hours each month, which translates to approximately $100,000 in savings annually."

WorkTech Time is able to automatically pull work order information directly from MAXIMO for completing time entries. In addition, interfaces between WorkTech Time and PeopleSoft enable HR and financial data to be loaded into WorkTech Time and used for data validation. Another interface extracts labor time data from WorkTech Time and loads it into PeopleSoft, eliminating the need for manual data entry.

Accuracy leads to process improvements

Not only has AWWU reduced the amount of time its people spend accounting for their labor, but they've all but eliminated errors, which translates to improved accounting of time internally "Because WorkTech Time allows us to build in data validation rules, we can ensure that time is only charged to valid chartfield combinations," reports Pearce. "We also took validation a step further to make certain that an employee can only charge to the types of activities, projects, or accounts that they're authorized for.

In addition, AWWU has also streamlined the approval process by using the electronic approval capabilities of WorkTech Time. The audit trails provided by WorkTech Time have also proved to be an essential component to the total solution. "The audit trails are very important to us," acknowledges Pearce. "For example, we use the audit history to report approval information for time records where the pay rate is inconsistent with the employee's factored rate of pay. Our payroll clerk used to manually calculate pay rates for employees entitled to an increase due to acting assignments, but with the validation that WorkTech Time provides, that pay rate is automatically calculated based on earn type and the employee's bargaining unit. Automating that calculation allowed us to disable access to the pay rate, thus eliminating the potential for error and abuse."

Increasing business productivity

While people are often apprehensive when presented with new technology, AWWU has found WorkTech Time to be well received. "People have really embraced this product," reports Pearce. "Of all the IT projects I've been involved with over the years, this one has been more widely accepted than any other. It has been a real time-saver and very easy to use, which benefits everyone. If you can minimize the amount of time people spend recording time, you're going to see productivity gains and that's exactly what we're seeing here. We can spend more time on activities that contribute to the business, rather than just accounting for our time."

For more information

For more information on how WorkTech Time can help you simplify time tracking to enhance MAXIMO and leverage time data across multiple systems, please contact Work Technology Corporation at 617-625-5888 or visit us on the Web at www.worktechnology.com.

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