WorkTech

Johnson Controls Customer Profile

Johnson Controls Government Services Division gains more efficient and accurate employee time reporting with WorkTech Time™

"With WorkTech Time, our overall efficiency is much greater, we've saved a lot of time on data entry, and our labor data is much more accurate."

Laura Mitchell, Director of IT, Government Services Division, Johnson Controls

Johnson Controls, a global market leader in automotive systems, building controls, and facility management, is known around the world for its innovative solutions to real-world challenges. The company's Government Services Division lives out this reputation every day by providing complete facilities management, technical services, and base operations support for Federal agencies and military installations around the world.

To serve its government customers, Johnson Controls provides more than 6,000 full-time, on-site employees to handle everything from grounds-keeping to technical engineering. As with any work performed for the Federal government, time sheets are very important. Strict government standards are administered by the Defense Contract Audit Association (DCAA) and those failing to report their time accurately can face serious legal consequences.

Laura Mitchell, Director of IT for the Government Services Division, explains: "It's a DCAA requirement that labor be recorded by the person actually performing the work. If individuals work on multiple objectives, with multiple funding sources, they have to break out their time accordingly. Managing this process using paper timesheets was very time-consuming. So, we determined that an electronic solution was needed to solve the problem."

The solution Mitchell selected was WorkTech Time, from Work Technology Corporation.

Streamlining time reporting and approvals

Mitchell's organization uses MRO Software's MAXIMO® for facilities work management and needed an electronic time-keeping solution that could interface easily with that system. "We wanted a seamless interface with MAXIMO, so that labor time could be mapped directly to work orders," says Mitchell. "It was also important that we feed time data to our finance system for labor distribution, billing, and payroll. WorkTech Time had the capabilities we needed."

Field employees are provided with hand-held devices that are loaded each day with work orders, allowing the user to enter labor time against each work order as it is completed. When the employee reports in, the hand-held is docked into the network where it automatically updates WorkTech Time as well as MAXIMO with labor information.

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Goals

- *Meet Federal government standards for time-keeping.*
- *Integrate labor time with MAXIMO and interface to Payroll and Billing systems.*
- *Simplify supervisor approvals.*
- *Improve efficiency and accuracy of time reporting.*

Results

- *Enables individuals performing work to record their own time, and charge that time to the appropriate cost objectives.*
- *Labor data is mapped directly to MAXIMO and interfaces with HR and finance systems eliminate duplicate manual data entry.*
- *Allows supervisors to approve timesheets electronically.*
- *Saves tens of thousands of dollars spent resolving employee timesheet errors.*

To capture labor data from remote employees, Johnson Controls has also implemented WorkTech Net Time, the web interface to WorkTech Time, which is accessible through the Johnson Controls employee portal over the Internet.

The electronic approval capabilities of WorkTech Time save supervisors significant time and have made it much easier for them to meet reporting deadlines. They simply logon to the system in "review mode" and can view and approve timesheets for all the employees in their department. In some cases, two levels of approval are required making the electronic approval process especially beneficial.

In addition, Johnson Controls makes extensive use of the audit trails provided by WorkTech Time. "The audit trails have been very important to us," says Mitchell. "WorkTech Time provides us with a range of views, including cumulative time to date. It's also a direct source of the time sheets, which is important because we have retention requirements of 10 years. By having the time sheets available electronically, we always know where they are and can easily retrieve them if necessary."

Saving time and improving accuracy

The use of WorkTech Time has significantly reduced the time required to process labor data, and it has helped to improve the accuracy of time reporting.

"Because it allows us to apply specific codes and rules, WorkTech Time has helped improve the accuracy of our time tracking," reports Mitchell. "Prior to adopting WorkTech Time, a payroll clerk could spend anywhere from five minutes to one hour per time sheet correcting employee errors. We calculated that it was costing tens of thousands of dollars just for error correcting. Now we've eliminated that expense because of the increased accuracy of our time-keeping system."

Johnson Controls has also been able to shave time off of the overall payroll process. "Prior to WorkTech Time, payroll clerks spent up to 50 percent of their time on time sheet data entry," recalls Mitchell. "By eliminating that step, their productivity has been improved significantly."

Johnson Controls has implemented WorkTech Time at most of its Federal government contract locations, and Mitchell can't imagine processing time any other way. "With WorkTech Time, our overall efficiency is much greater, we've saved a lot of time on data entry, and our labor data is much more accurate," she concludes. "Those are benefits not only to Johnson Controls, but to our customers as well."

For more information

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

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