

CORRECTION AND COMPLIANCE FOR TIME

Focus on the State of Maryland Department of Public Safety and Corrections Services (DPSCS)

CHALLENGE

The Maryland Department of Public Safety and Correctional Services (DPSCS) operates 27 correctional facilities and 45 parole and probation offices across the state with nearly 12,000 employees. DPSCS was using a patchwork combination of automated and manual time and attendance data collection that was proving to be too convoluted, error prone and simply outdated. They had trouble meeting everyday requirements for tracking time, providing accurate reporting, and consistently applying time and attendance policies to meet state guidelines.

Kevin Combs, Chief Information Officer at DPSCS began to research the sophisticated time and attendance systems being deployed among state governments and turned to TimeClock Plus® for an integrated time collection solution to use with Workday v30.0.

Combs stated DPSCS was having issues with their previous process of paper timecards and the result led to incorrect pay for employees, unpaid overtime, and delays in employees receiving pay. In addition, the paper timecards made it difficult for DPSCS to perform audits. Therefore, Combs's primary objectives were to make DPSCS current with proven technology, to ensure flexibility and reliability in the tracking and reporting solution he chose for Maryland's time and labor strategy, and to implement the new solution quickly to alleviate payroll pressures.

SOLUTION

A comprehensive TimeClock Plus solution would be derived from the formation of a Professional Services team to assess and determine the detailed needs of each player in the DPSCS labor ecosystem, and to do so on a highly abbreviated schedule to meet the urgent needs of the customer. TCP Direct for Workday would be deployed to work in conjunction with resource planning.

Targeting a lofty 90-day turnaround from kick off to full implementation, the TimeClock Plus team leveraged PMI and ITIL best practices, and began initial planning. The project group consisted of Combs, the Deputy Chief Information Officer, Fiscal Managers, members from Dept. of Information Technology, and members from Dept. of Budget and Management working with the TimeClock Plus implementation specialists to guide the project through an iteratively phased approach. It was because of this go-live commitment and the proven quality of the TimeClock Plus solution that Direct for Workday was chosen over numerous other vendors as the best solution for the DPSCS.

During diligence, the team discovered that department heads required highly configurable job codes for their varied pay rules, leave management flexibility and accrual tracking, and a strategically configured scheduling application. With Direct for Workday, the DPSCS would be outfitted to successfully manage, control, and apply their complex, state defined time and attendance policies.

RESULTS

Combs was excited to have a sophisticated system with the flexibility he was looking for.

"The TimeClock Plus system performs all of the functions we were looking to accomplish in a simple but elegant way. We were guided through all of the steps necessary to deploy the new technology, and to ensure our on-time go-live."

Within the 90-day target, TimeClock Plus Direct for Workday was fully implemented and providing the flexibility and resiliency that the DPSCS project required. It empowered DPSCS with a seamless, automated solution serving Workday real-time employee time tracking data for each departmental level. Value is now measured by the efficiency in which personnel can be managed via manager access to actionable information, and by the speed at which employee labor renders paychecks.

Combs spoke highly of TimeClock Plus and their ability to get the job done. "The TimeClock Plus team went above and beyond our expectations to ensure our success with their high professionalism and sensitivity to the situation. Overall, the move to TimeClock Plus has been a significant improvement to the time and labor strategy of the State of Maryland DPSCS improving employee and manager communication, as well as streamlined and accurate payroll processes."

Celebrating 30 years of business, TimeClock Plus has continued to provide premier workforce management solutions by streamlining existing business processes and providing tools to enhance productivity. TimeClock Plus meets the needs of customers by providing innovative software designed to help more than 60,000 businesses and organizations worldwide reduce compliance risk, better manage labor costs, and easily adapt to DOL requirements.