



TIMETRACKER

# Let your business thrive

Reduce administrative burdens through  
workforce management

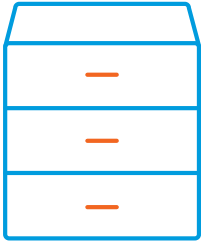
**MatrixCare**<sup>®</sup>  
by *ResMed*



No matter what industry you're in, the overarching goal for your organization is to thrive. And you want your team leaders, from the C-suite to HR to managers and supervisors, to focus their time and energy on the core work of your organization—the work that really matters.

**But there's one major stumbling block that gets in the way of success more than any other: administrative burdens.** These are the cumbersome operational tasks that consume your team's precious time, limit productivity, and hold your business back.

## According to a 2019 survey by HR.com:



**71% of HR professionals** say that two-fifths or more of their HR department's time is spent on administrative burdens

**Half devote at least 41%** of their time to administrative back-office duties

This is time that could be better spent on priorities like strategic planning and employee engagement.

## So what's behind all this inefficiency?



63% of HR professionals say a **lack of automation hinders them**

The good news is administrative burdens don't have to be a permanent obstacle. With the right workforce management system you can remove these hurdles and enable your people and your organization to flourish.

Before we explore the solution, let's look more closely at some areas where administrative burdens may be weighing you down.

# Time and labor

Tracking your employees' time and labor is a basic — and essential — administrative function. Yet it's remarkable how much human error can creep into the process. Recent statistics from QuickBooks Time show that:



**38% of American employees still use manual systems** like punch cards, paper timesheets, and timecards

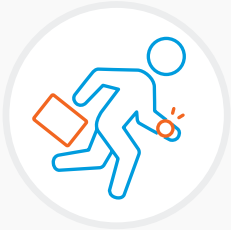


**80% of employee timesheets have to be corrected** by employers

That's an enormous amount of paperwork, especially when you consider the inconvenience of having to fix mistakes to ensure accuracy.

\*Statistics courtesy of QuickBooks Time

Unfortunately, practices like time theft (when an employee reports more hours than they actually worked) and buddy punching (when one employee punches in for another) may also turn into costly issues:



**49% of employees admit to time theft**, which costs employers more than \$11 billion a year



**16% of employees admit to buddy punching**, which costs employers at least \$373 million a year



Even when employees are reporting their hours accurately — as most, of course, do — manual time and labor tracking can still be a massive burden for managers, and a potentially expensive issue.

# Scheduling

In shift-based workplaces, employee scheduling is a critical task. But it's also an area where many businesses run into serious difficulties because so much scheduling is still done manually:



Only 18% of employers who schedule shifts **use software to do so**



68% of employee **work schedules are handwritten**

Manual scheduling isn't only time-consuming; it can also be a liability. Without a digital platform and a form of instant communication, missed shifts may become common:

**for almost 1 in 10 businesses missed shifts are a daily occurrence**



On average, employers lose \$7,594 a year when employees miss shifts (from having to find replacements, close early, or pay extra). And it's not just employers who suffer. Last-minute schedule postings and changes adversely affect workers as well:



One in five employers **give less than a week's notice** with employee work schedules



Almost two-thirds of workers have had a **shift canceled at the last minute**



Factors like these contribute to the high turnover rate among shift workers, which poses an even greater challenge for the organizations that depend on them.

\*Scheduling statistics courtesy of QuickBooks Time

# Reporting

To engage in smart workplace planning, you need solid data about everything from the time and attendance of your employees to your coverage needs and operational costs. This information allows you to plan effectively for the future of your business.

But with a manual system in place, reporting can be a huge source of administrative trouble. When you're faced with a mountain of diffuse paperwork — timesheets, budgets, schedules — it's hard to track down all the complex data you're after, let alone organize and intelligently analyze it.

Reporting and analysis are key to making the right decisions to maximize your workforce and minimize your costs going forward. But without a centralized workforce management platform, these vital functions may fall by the wayside.



# Compliance

Staying compliant with federal, state, and local labor laws is a necessary part of running your business. But legislation changes frequently, and many organizations struggle under the administrative weight of keeping up with — and adhering to — regulations.

To illustrate:



43% of business owners **don't know what the FLSA (Fair Labor Standards Act) is**

This lack of awareness leads directly to costly lawsuits and fines:



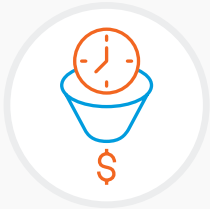
For employers, the **total cost of FLSA violations since 1984 is \$2 billion**



**FLSA lawsuits have risen by 417% since 1997**, especially in the healthcare, hospitality, construction, and clothing industries

## And what's responsible for the vast majority of these penalties?

**Overtime.**



**83% of all the fines paid** by employers come from **overtime violations**



## Why is overtime such a problem for businesses?

There are several reasons, including poor record keeping, off-the-clock work, and comp time (giving employees time off instead of overtime pay, which is usually illegal):

- > Only 16% of employers know timesheets have to be kept for two years, and only 36% know payroll records have to be kept for three years
- > 28% of employees admit to working off the clock
- > One in three private-sector employers uses comp time instead of paying overtime to their employees

Whatever the cause — lack of understanding, sloppy records, human error — businesses that don't ensure proper compliance risk significant legal and financial consequences.

\*Compliance statistics courtesy of QuickBooks Time

# How workforce management can reduce administrative burdens

So what's the path to reducing these administrative burdens and helping your business thrive? It all comes down to two words: workforce management.

A state-of-the-art workforce management software solution can help you organize, streamline, and automate the processes that cost you unnecessary time, effort, and money, letting you concentrate on your core business goals.

Let's explore the ways workforce management can make a game-changing difference.



# Time and labor management

The right workforce management software transforms the time and labor experience for employers and employees alike. A digital platform lets workers to punch in and out electronically, with all attendance data funneling directly into a centralized system. This alone provides several advantages:

- > Managers no longer have to sort through stacks of paper timesheets or timecards
- > Time-tracking accuracy increases, while mistakes are mitigated
- > Occurrences of time theft and buddy punching are easier to spot

In addition, software makes it possible for both managers and employees to see up-to-date information on individuals' time-off benefits and overtime status whenever they choose. This helps ensure that workers receive any paid time off or overtime due to them, and that employers don't open themselves up to liability by inadvertently failing to pay. Managers can also see which employees may be approaching overtime and opt to schedule others for shifts instead.





## Workforce planning

A digital solution is also invaluable when it comes to workforce planning, offering instant coverage calculations that help you make informed decisions for your business. Once you input your labor needs, the software measures them against your employee data to come up with the most cost-effective formula for whom you should schedule and when — taking into account all available factors.

Done manually, complex coverage calculations are time-consuming and may involve some degree of

error. But a digital tool guarantees that you're maximizing your workforce and minimizing your labor budget while steering clear of pitfalls like overtime and over- or under-scheduling.

From the nuts and bolts of punching and benefit tracking to more intricate operations like calculating optimal coverage, workforce software turns time and labor management from a burden into a driver of business success.



## Visual scheduling

A workforce management platform that includes a visual scheduling component can revolutionize the process of employee scheduling. With an intuitive graphical interface for visual scheduling:

- > Managers can create digital shift schedules ahead of time, based on labor needs and employee resources, and replicate the template going forward
- > All employees can see schedules as soon as they're published, via mobile app
- > Managers can assign shifts or leave them open for employees to pick up themselves
- > If an employee becomes unavailable at the last minute, they can immediately notify co-workers so someone else may pick up the shift

Scheduling software facilitates instant communication and helps you get rid of paperwork and avoid missed shifts. Moreover, the ability to filter employees based on specific criteria — like availability, location, and qualifications — ensures that you're always scheduling the right people in the right places at the right times.

# Mobile communication

Mobile technology is a key aspect of a successful workforce management solution. Not only does a mobile app allow employees to punch in and review their benefits electronically; it also enables them to see shift schedules the moment they're posted, and to communicate with managers and each other in real time.



Last-minute changes are the bane of managers in charge of scheduling, but with the ease and convenience of mobile, the problem is solved:

- > If an employee is unable to cover a shift, they can simply send a mobile message alerting their manager and fellow workers
- > Another available, qualified employee can offer to take the shift
- > Once the manager approves the trade, the shift is filled

A mobile app saves managers time and trouble, but it also empowers employees by giving them more control over their own schedules which in turns leads to improved work-life balance, less burnout, lower turnover, and increased retention.

# Data and analysis

With workforce management software, all of your time and labor data is in the system and readily available. Vital information is at your fingertips: your employees' time and attendance records, your labor costs, coverage statistics. These numbers aren't just nice to have; they're crucial to the future of your business.

High-quality software includes sophisticated tools that help you analyze your data so you can make smart choices going forward.

The answers to these questions will guide your decisions as you plan for your next period of business activity.

The robust data and analysis capabilities of a digital solution mean that workforce planning doesn't have to be a guessing game. A wealth of in-depth, easily accessible information on your employees, costs, and coverage equips you to make educated decisions that serve your bottom line.

- > Are your labor expenses higher than they need to be?
- > Are you running into overtime issues?
- > Have you had any coverage gaps?
- > Are you maximizing your workforce and minimizing your budget?

# Efficient compliance

As we've seen, compliance is a persistent concern for businesses. Federal, state, and local laws are complicated to begin with, and they're constantly changing. Through lack of oversight and inadequate record keeping, many organizations put themselves at risk of costly violations that can damage their finances and reputations.

A workforce management platform helps you avoid these issues. Rather than struggle with manual procedures, you can input legal requirements — from paid time off to overtime — directly into the

software, which tracks them and helps ensure that you're adhering to them. So when an employee requests leave or works overtime, for example, the system processes this, and compliance is nearly automatic. It's an algorithm, no longer at the mercy of human error.

When laws evolve, as they inevitably do, you can simply make adjustments to the rules within your software, so you're always up to date with the latest regulations.

*You're always up to date with the latest regulations.*



# Electronic reporting

In certain industries, the compliance benefits of a workforce management solution go even further. For instance, in long-term care, the Centers for Medicare & Medicaid Services (CMS) require all skilled nursing facilities to regularly submit their staffing data through the payroll-based journal (PBJ).

Entering this information manually is an administrative nightmare, and any mistakes can negatively affect a facility's public rating. But software allows providers

to electronically upload their time and attendance data to the PBJ and submit it with ease. This way, managers save time and can rest assured that the reporting is correct.

The PBJ scenario is just one example of how a digital solution can help automate a consequential compliance task that would otherwise require great effort and leave open the possibility of error.

In sum, administrative burdens are often a major hurdle that keep your team from focusing on the work that matters and hold your business back from achieving its full potential. Workforce management software is a powerful solution to this problem. By eliminating tedious tasks and streamlining cumbersome processes, workforce management

brings order, clarity, and convenience to your organization — letting your people and your business thrive.

**To learn more about TimeTracker and our leading workforce management solutions, visit us at [matrixcare.com](https://matrixcare.com).**

## Resources

Below are the sources we referenced in this guide. If you're interested in learning more about reducing administrative burdens through workforce management, we encourage you to continue to explore the resources currently available on the subject.

"The Ultimate List of Time and Attendance Statistics" QuickBooks Time

<https://quickbooks.intuit.com/time-tracking/resources/time-attendance-stats/>

"What's Hindering HR Success in 2019?" HR.com

[https://www.accesscorp.com/wp-content/uploads/2021/12/What\\_is\\_Hindering\\_HR\\_Success\\_in\\_2019\\_ResearchReport\\_Access\\_hrdotcom\\_June2019\\_FINAL.pdf](https://www.accesscorp.com/wp-content/uploads/2021/12/What_is_Hindering_HR_Success_in_2019_ResearchReport_Access_hrdotcom_June2019_FINAL.pdf)



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or call us at (866) 469-3766.