

## The Customer

BWI Companies

## Industry

Retail

## Number of Employees

625

## Key Benefits

- \* Expedited and refined time and labor processes
- \* Enhanced data integrity
- \* Improved visibility into critical HR information

“UltiPro’s flexible tools for business intelligence are helping us tremendously by unifying information that is accessible online and then slicing and dicing available data for labor reporting. UltiPro is positively impacting everyone in our company.”

**Steve Collier**  
Director of HR  
BWI Companies



## Company Profile:

With more than 600 employees, BWI Companies is a leading provider of garden, nursery, turf, landscape, and agricultural supplies.

## The Challenges:

BWI had been using traditional, stand-alone time clocks to collect employee attendance information. This data was passed from manager to administrator to the accounting department before being manually entered into the company’s payroll service bureau system. The lack of automation hindered administrative operations, and the reliance on paper files and manual data entry had become increasingly burdensome as the company grew.

## The Solution:

BWI selected UltiPro Workplace in 2008 for comprehensive human capital management (HCM), including HR, payroll, benefits, recruitment, performance management, and time management. In addition to numerous HCM benefits throughout the organization, one of the key areas where BWI is seeing significant improvements is employee time and labor management.

With UltiPro’s feature set for time management, BWI is expediting and refining its time and labor processes, minimizing errors, and enhancing the visibility into time and attendance information for its HR and accounting teams, supervisors, and employees.

“We are seeing an incredible difference in our efficiencies with UltiPro,” said Steve Collier, director of HR for BWI. “Previously, our processes were tedious and labor-intensive. For example, with UltiPro for time management, employees clock in, managers review and approve the time, and it’s ready for payroll—all using the Web.”

“Now the process is automated and streamlined, and it doesn’t require someone to check for problems and then correct them on the next payroll or issue manual checks. UltiPro is giving our line management more control and accountability, and our HR and accounting teams have much more time to focus on strategic programs rather than data input and error management.”

Before UltiPro, BWI's process for time and attendance was error-prone because information was transferred from person to person and then manually entered for payroll. Today, the company is benefiting from built-in business rules that handle the company's complex calculations for overtime, holiday pay, and other paid time-off (PTO)—and authorized employees and managers can view and modify data to ensure it's accurate before submitting it to payroll.

"With our previous methods, we wouldn't know we had a problem until paychecks were in hand. Then we had to either issue a manual check or correct it on our next payroll. It was not the way to do business," said Collier. "With UltiPro, our authorized employees and managers now have more accountability for their time management, and payroll is right the first time. Everyone—employees, managers, and our company—benefits."

With more than 600 employees in 16 states, BWI also needed the advantages of a Web portal for its employees in order to enhance communication and information delivery to its remote users and corporate office.

By using UltiPro's portal with self-service, BWI employees can view current or past time sheets, request PTO, and see accrued vacation; managers can view real-time attendance details, approve time, and review PTO requests; and HR and accounting teams as well as company executives can quickly and conveniently analyze labor metrics on the company as a whole, for a department or business unit, or for a specific individual.

"For the first time, I have visibility into critical HR information, including time and attendance, for our entire workforce. When an employee or manager calls with a question, I can log on and then access everything I need without going to a physical file. Our accounting group has access to the identical information," said Collier.

"Most importantly, employees and managers have the same access, which is limited to information on themselves or their work group. UltiPro's flexible tools for business intelligence are helping us tremendously by unifying information that is accessible online and then slicing and dicing available data for labor reporting. UltiPro is positively impacting everyone in our company."