



Owners Lois Fazio-Weidhaas, Janis LeBude and Roy Fazio

Staffing Company The Protocall Group Cuts Payroll Processing Time by 60 Percent with PayClock Online

Overview

The Protocall Group is a full-service independent and family-owned and operated recruitment and staffing firm, which has been in business for 50 years as a leader in employment staffing.

Protocall connects exceptional job seekers with their client companies, offering a broad range of personnel, including administrative/office support, industrial warehouse staffing, information technology, nursing, ancillary, and allied health professionals. Each Protocall operating division specializes in its respective discipline.

Challenge

As one of the largest employment staffing providers in South Jersey and Philadelphia, The Protocall Group supplies about 2,500 temporary employees each week to client companies. In addition to placing workers, they're also responsible for administering their employee time and attendance records and processing payroll.

They needed a better way to increase efficiencies, as employees at some of their customer locations were using manual timekeeping, which is prone to human error and inaccuracies. Paper time records had to be collected, and managers spent hours poring over data to ensure accurate time records.

Solution

Today the company uses Lathem's [PayClock Online](#) cloud-based employee time and attendance system to administer and process payroll for four customers, including two industrial bakeries, a custom printer and a food service company. Three of these customers have more than 100 employees.

“At two of the locations, they were using old school employee punch clocks with paper time cards,” said Trevor Knauss, Protocall Staffing payroll/billing coordinator. “We decided to switch to cloud-based time and attendance because it would streamline our payroll processing.”

Using PayClock Online allows the Protocall Group anytime, anywhere access to employee time and attendance records, instead of relying on paper time cards. PayClock Online also easily integrates with the staffing company's payroll processing software, Avionte, so it eliminates manual entry errors and streamlines the entire payroll process.

“We were spending four or five hours a week on payroll processing... Now it takes an hour or two a week, a 60 percent reduction in processing time.” – Trevor Knauss
Staffing Payroll/Billing Coordinator
The Protocall Group

Results

PayClock Online also helps Protocall managers with scheduling and filling orders for temporary workers. Knauss said that implementing the Lathem system has led to increased efficiencies and eliminating errors. While PayClock Online is deployed in four locations to date, he said the company plans to install the solution at additional customer locations in the future.

“For us, the things that stand out are the ability and convenience of accessing the (time and attendance) database from anywhere and allowing multiple users with different levels of permission. The supervisors are able to access the data, but not necessarily change it,” Knauss said.



PayClock Online

PayClock Online enables enterprise organizations to manage employee time and attendance as efficiently as possible.

Benefits

Switching from a manual process to an automated, cloud solution created efficiencies and streamlined the payroll process for The Protocall Group.

Key benefits include:

- Eliminated manual errors.
- Saved payroll processing time by 60 percent.
- Anytime, anywhere access for supervisors to view employee time records.
- Hosted on the web, so no software to install or maintain.
- Supports multiple locations and users, including field-based employees.
- Businesses can pay by the month and only for the employees actively tracking their time.
- Easily integrates with their Avionte payroll software as well as other popular payroll software systems like QuickBooks, Paychex, ADP and more.

Headquartered in Atlanta, Georgia, Lathem is the leading provider of durable and affordable timekeeping products for business. Since 1919, Lathem remains a family-owned and operated US manufacturer. More than 1 million organizations worldwide use a Lathem solution every day to help manage their business, including commercial wall clocks, time stamps, mechanical and biometric employee time clocks, and Lathem’s PayClock Online time & attendance system.

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