

# Alliance Business Solutions Grows 30% and Increases Employee Satisfaction

## by Helping Clients Automate Timekeeping and Scheduling



### Challenge

Running a small business is challenging. Owners wear multiple hats and work long hours to ensure customers are satisfied and payroll is met week after week. Focus on these areas often leaves little time to manage the largest and most important part of the business—labor. For example, many small business owners track employee time and attendance, and coordinate scheduling on computer spreadsheets, calendars, or even paper time cards.

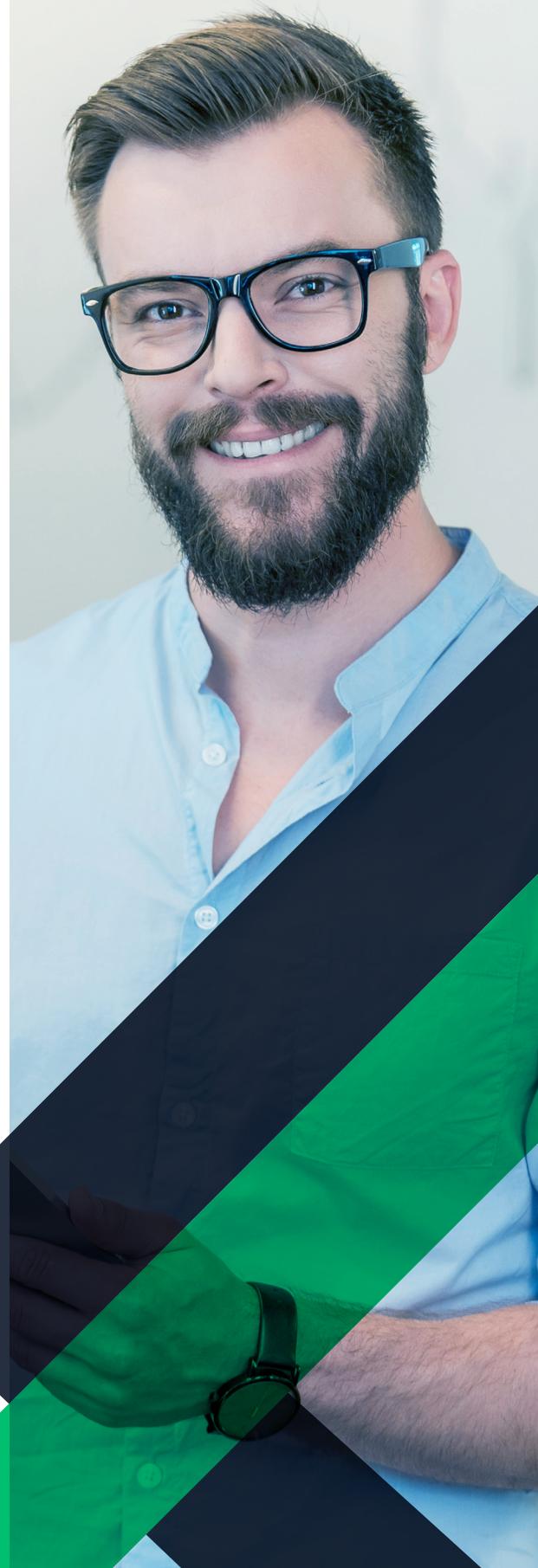
While these approaches can get the job done, they come with numerous challenges. For example, extra time spent following up with employees to find out the hours they worked could be spent on more important tasks. In addition, increased errors from manual processes often result in paying too much overtime. And, conversations between employees and managers about important topics like vacation time or the need to swap shifts often results in misunderstandings that impact productivity and retention.

### Solution

To help businesses overcome these challenges, Alliance Business Solu-

tions, a leading nationwide provider of business insurance, health insurance, employee benefit packages, HR, and payroll services, recently expanded its offerings to include workforce management solutions from SwipeClock. Specifically, Alliance Business Solutions is offering its clients SwipeClock's Workforce Management Suite. The suite includes TimeWorksPlus for automated timekeeping and attendance tracking, TimeSimplicity for advanced scheduling, and TimeWorks Mobile to enable on-the-go timekeeping for both management and their staff. The comprehensive set of integrated solutions help businesses improve their bottom lines and become even more competitive.

"We decided to partner with SwipeClock over other workforce management companies because of its strong reputation, previous workforce management experience, seamless payroll system integration, and renowned partner and client service and support," said James "JJ" Jagels, Vice President of Alliance Business Solutions. "SwipeClock offered just what we were looking for in a business partner."



## Results

Alliance Business Solutions has grown 30% annually with help from the SwipeClock partnership. This growth has come from two main sources. First, Alliance Business Solutions can cross-sell its current small business clients with industry-leading solutions to automate timekeeping and scheduling.

Second, the company's expanded end-to-end offerings allow it to successfully pursue larger companies that aren't happy with the service they receive from the big payroll providers. "Essentially, timekeeping and scheduling are new arrows in our quiver to go after both small businesses and larger clients."

Timekeeping and scheduling are also 'sticky.' So, in addition to adding more clients, Alliance Business Solutions retains them longer. With SwipeClock, the company significantly reduced its turnover rate, which ensures a steady revenue stream and a strong base from which to grow even further. "The ability to add new clients and keep them longer is a powerful combination that helps fuel our growth and profitability," said Jagels.

From a client perspective, one of the biggest benefits of SwipeClock's solutions is saving time. For example, one of Alliance Business Solutions' clients had employees report their hours every day via text messages. This process was very time consuming and subject to manual errors. In addition, employees naturally "rounded up" their hours rather than reporting the time they worked to the minute. By automating the process with TimeWorksPlus and TimeSimplicity, the client cut payroll preparation time by 75%.

While employees initially resisted clocking in and out, they came to like the automated process after just a couple of weeks. With SwipeClock, they appreciated the ability to review their time cards online to make sure they were accurate before payroll was processed. Employees also liked being able to request time off and swap shifts online, and then receive text message alerts when approved. These features gave workers more flexibility and control in their lives.

SwipeClock also helps Alliance Business Solutions' customers conform to Department of Labor laws and regulations. One client had an employee who was subject to Davis-Bacon wages. The Davis-Bacon Act dictates that contractors and subcontractors must pay their laborers and mechanics no less than the locally prevailing wages and fringe benefits for corresponding work on similar projects in the area. With TimeWorksPlus, the client was able to easily and accurately report the employee's wages to the Department of Labor. This saved time and reduced the chance of a future audit.

"Simply put, SwipeClock is a great business partner," concluded Jagels. "We have grown our company, our clients are more satisfied and staying longer, and we are helping them to be more successful—the main reason we're in business. With SwipeClock, our motto of 'We've Got You Covered' is more true than ever."

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## Synopsis

- **Challenge:** Owners wear multiple hats to keep their customers happy and employees paid on time. Manual processes are costly.
- **Solution:** Provide customers with a comprehensive range of workforce management products and services including TimeWorksPlus and TimeSimplicity from SwipeClock
- **Benefits:** Enable on-the-go timekeeping for both management and their staff. Improve bottom lines and become even more competitive.