

Case Study: **George T. Feles, CPA**

George T. Feles, CPA is a business services firm located in Tustin, California. For over thirty years the company has provided accounting, tax, and payroll services to clients in the Los Angeles area. Their client base is composed mainly of restaurants with 10-20 employees. George T. Feles, CPA is a Thomson Reuters partner and uses their Accounting CS payroll system.

Feles' Clients Love The New Vision Time Clock

Restaurants typically have hourly employees, a mix of full- and part-time workers, and shifts of varying lengths. This makes timekeeping and payroll compliance especially challenging. Feles has chosen Swipeclock time and attendance for their timekeeping solution. The Swipeclock lineup of time clocks is an important component of their solution for their food service clients. The George T. Feles, CPA team has been having considerable success pairing facial recognition time clocks along with Swipeclock software with their accounting and payroll services. With their teams' outstanding client support, it creates the perfect package for small business time and labor management. It also solves some unique challenges for their clients.

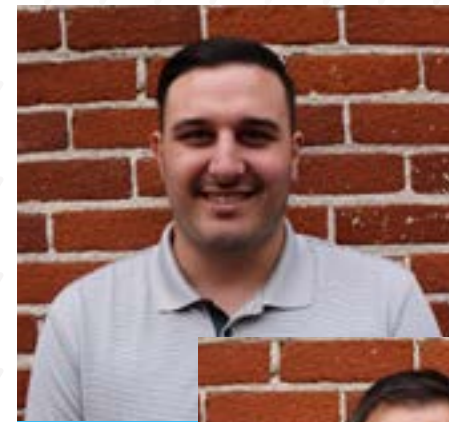
We interviewed Tommy Feles to learn how Swipeclock helps their clients successfully manage their workforces. Mr. Feles wears many hats at the firm founded and owned by his father George. His duties include bookkeeping, payroll processing and supporting clients with clock installation and setup. In this role he installs

the time clocks on site, trains clients on best practices, and helps get employees enrolled.

Why is the Swipeclock Time Solution Paired with Intelligent Clocks Ideal for the Restaurant Industry?

Feles has had his clients using Swipeclock solutions for many years. Former installations include prox card clocks and the Swipeclock Touch biometric fingerprint clock. While these clocks have provided many years of great service, the new Vision facial recognition biometric clock is proving to be ideal for the restaurant industry.

It's important to understand that the Vision facial recognition clock doesn't rely on a fingerprint for employee identification. Many restaurant employees' fingerprints are worn away from the hours of washing dishes at work. This has been an ongoing problem in the industry and makes it difficult for restaurant employers to upgrade to newer tech from a PIN or prox card fingerprint



Tommy Feles



George Feles

clock. This challenge makes it hard for employers to take advantage of new tech to better control unplanned overtime or buddy punching.

Feles says the new Vision clock from Swipeclock completely eliminates the problem of worn fingerprints. Employees can authenticate at the clock using their unique face instead of their fingerprint. Employees simply look into the facial scanner and punch in or out when prompted. The Vision clock identifies a face in less than a second, and in many cases is faster than a prox card or fingerprint scan.

Swipeclock Time Clocks Are Quick and Easy

Quick and easy installation is critical for a provider like Feles. Saving time is money, and clients always appreciate when interruptions are short. Mr. Feles and his father George tag team new client setup. While the elder Mr. Feles installs the clock, Tommy trains managers on software and hardware setup. The process only takes 20-30 minutes. Clients often remark on the speedy installation and easy instructions for loading new employees. Once training is done, the manager or business owner can register the rest of the employees in the clock when they arrive for their shifts.

Fast, convenient shift clocking helps restaurant employers manage busy shift changes in what is often a small space in the back of the restaurant.

In addition, the Vision facial recognition clock is more sanitary than PIN or fingerprint clocks.

Mr. Feles says, "Our clients love the Vision clock we get from Swipeclock. They can't not love them." He added, "I have a goal to get a new Vision time clock into each of our clients' businesses."

Swipeclock Timekeeping Solutions Reduce Unplanned Overtime

Overtime management is another area where Swipeclock solutions have helped Feles' clients. Mr. Feles confirmed that their payroll clients who have adopted the Vision time clock have significantly reduced expensive overtime. This is a key advantage for restaurants—and other small businesses—with tight margins. Since labor is usually the largest expense for a small business, savings in this area have a big impact. With lower labor costs, Feles' clients have more money to grow their businesses.

Keeping Everyone Honest With Biometric Time Clocks

In addition to reduced overtime, the Vision clock with facial recognition protects against employee time theft. Mr. Feles shared a story that illustrates this fact. Recently, one of their restaurant clients upgraded to a Vision clock. As one of their employees came to realize he wouldn't be able to

cheat on his time, he quit on the spot. Evidently, the employee had been padding his timecard and stealing hours with the previous timekeeping method. With the new Vision clock with facial recognition, he knew he couldn't game the system anymore.

Why did Feles Partner With Swipeclock?

We asked Mr. Feles why his firm chose to partner with Swipeclock. He replied, "We chose Swipeclock because the timekeeping software is easy to use and the clock hardware is proficient. We love the integration with ACS, too, which makes payroll processing smooth and efficient. We save a lot of time and money. There are too many great things to say about Swipeclock!"

The team at Swipeclock values our partnership with George T. Feles, CPA and we love working with them. We're cheering them on as they work toward their goal of putting a Vision time clock into each of their clients' businesses. In the long run, they'll have happier clients and a more efficient way to deliver payroll.

Become a Swipeclock Partner Today!

Small businesses have many challenges managing their workforce. By offering Swipeclock time and labor solutions, professional services businesses like George T. Feles, CPA, can increase their revenue per client, keep their clients longer, and add efficiency that translates into greater profits.

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