



Manchester City Council Saves over £1m in first year with Ezitracker



One of the largest local authorities in the UK, employing nearly 25,000 staff, Manchester City Council (MCC) have their own dedicated Building Cleaning Services department whose role is to clean numerous council buildings including schools and offices. For supervisors, managing staff attendance and processing payroll from paper timesheets had become very time-consuming; a major burden of the administration team. Searching for a simple and effective solution, and one that could be implemented quickly and easily, they concluded that Ezitracker fitted the bill perfectly.

Because Ezitracker records how long employees are at work, where they are and if they leave the premises safely, Ezitracker's web browser tool highlighted staff members who were not meeting their scheduled requirements. This meant MCC quickly discovered a very important benefit of using the service as it revealed discrepancies between the 'actual hours' recorded by Ezitracker and the budgeted hours.

Commenting on the success of Ezitracker, MCC Administration Officer, Deniece Wadsworth, said, "Previously we had no clear system of tracking when staff arrived at or left, sites; but this is no longer the case. We are now in full control of our remote workforce. In addition, we have dramatically reduced the mountains of paper and the process for checking timesheets and inputting to payroll; because it is electronic, it is no longer the huge administrative task it used to be. Our cleaning staff are focused on using Ezitracker: they make sure they are at work for the required period and log in and out as this ensures they get paid correctly!"

Due to the success of the project, MCC has plans to roll out Ezitracker to other remote workers in other departments.

BENEFITS OUTCOME

- **Elimination of the time-consuming exercise of processing payroll from paper timesheets.**
- **Substantial reduction in the administrative burden of processing paper timesheets - staff were able to spend time on more productive work.**
- **Highlighted discrepancies between the actual hours recorded by Ezitracker and the budgeted hours, leading to cost savings whilst also showing individuals who were not meeting their scheduled requirements, leading to improved service delivery.**
- **Greatly improved management control over the remote workforce - supervisors know exactly where all staff are at any time.**
- **Staff responded positively to the system as it made sure they were accurately paid for their work shifts.**

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