



Case Study: **First Mortgage Corporation** Diamond Bar, CA

Pacific Time Systems

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Company Profile

Pacific Time Systems (PTS) is a privately held systems integration and custom solutions provider operating in Brea, CA (Orange County) for over 14 years. PTS was founded in 1990 and was incorporated in 1994. With an experienced team of Support Technicians, Engineers and Process Improvement Consultants, PTS effectively implements Time & Attendance, Access and Inventory Control solutions complete with some of the most advanced and reliable software and hardware systems in the industry.

Time & Attendance via NOVAtime Technology, Inc.

To provide the most effective time & attendance solutions, PTS has developed a sound business partnership with NOVAtime Technologies of Monterey Park, CA and acts as one of 50 certified distributors of the NOVAtime product line nationwide. NOVAtime has invested years of industry research and development to provide one of the most user-friendly, efficient and cost effective time & attendance software systems in the country. NOVAtime's suite of workforce management products utilizes technology's most powerful tools to encompass affordable solutions for businesses of all sizes. For reasons mentioned above, Pacific Time Systems proudly provides solely the NOVAtime products to its time and attendance clients.

First Mortgage Corporation is an independent residential Mortgage Banking corporation who has specialized in administering residential mortgage loans for the purchase of homes or the refinance of existing home loans for the past 26 years. The Company based in Diamond Bar, CA. has proudly served the Western United States, with retail branch offices throughout



California and Nevada since 1975. With more than 250 employees and over 15 locations, the management team at First Mortgage sought an effective workforce management solution that would streamline the payroll process and ultimately contribute to the bottom line with a significant cost savings. The company had experienced some disappointments in the past with other expensive and ineffective applications and felt leary about moving forward with a new solution. The last implementation had demanded several months of management and employee time only to result in the company reverting back to manual processing.

Pacific Time Systems (PTS), a privately held systems integration and custom solutions provider operating in Brea, CA for over 10 years made contact with the First Mortgage management team and carefully listened to the needs and concerns of all the key players. Tammy Russ, Vice President of Human Resources, provided PTS with the following business requirements: *"A centrally-located system; seamless integration with their existing payroll system to eliminate double entry; extensive reporting capability to allow their supervisors to better manage staff members from anywhere; a need to not spend money on features they wouldn't use; ease-of-training and use but sophisticated enough to handle complex work rules."* Tammy reminded PTS that *"it doesn't matter how good your system is. If there's a long or demanding learning curve associated with it, full acceptance of the system by the staff and a smooth transition would be extremely difficult"*. Last, but certainly not least, *"the system had to save First Mortgage money!"*

A thorough needs assessment was completed by the PTS team and sample scenario's were tested to ensure absolute accuracy in calculating the employee's time according to various work rules. PTS recognized that the company was not only undergoing a major transition from manual processing to automation, but an even larger undertaking was being experienced by the company with employee's transitioning away from an honor system. The system had to be completely reliable, consistent, user-friendly and accurate to ensure credibility in management's decision to implement such as system. With this in mind, PTS presented the NOVAtime 3000 Enterprise Time and Attendance solution and the First Mortgage team found their long-term Time and Attendance partner. Tammy mentioned that the NOVAtime solution was selected due to the systems modular style. The various components allowed the company the ability to participate in designing a system that would fit their unique needs which ultimately would result in getting exactly what is needed. *"We didn't have to pay for bells & whistles we didn't need."*

Call us at 1-800-944-0787 or Visit Us at www.pactime.com

Data Collection Options

PCKey-In

NOVAtime's PC Key-In offers customers an inexpensive alternative to time clocks. Instead of swiping In and Out via a data collection terminal, employees can punch In and Out from a central PC or even their own workstations with their IDs and passwords*.



Badge Terminals

Bar Code, Magnetic Stripe and Proximity Terminals – it's your choice! NOVAtime integrates with various types of terminals solely to meet the needs of your organization. Job Costing, Labor Tracking (Piece Quantity inputs), employee messaging and Access Control are just some of the many features of these dependable terminals.



Biometric Terminal

Eliminate Buddy Punching. RSI Hand geometry scanners take over 90 measurements of the length, width, thickness, and surface area of the hand and four fingers--all in just 1 second. The terminal is easily integrated with the NOVAtime software to accurately record punches, stop buddy punching and reduce overall labor costs!



The PTS and First Mortgage teams worked together to ensure a seamless implementation and transition from manual processes to automation. First Mortgage invested the time to ensure system readiness and PTS invested the support necessary to provide a trouble-free installation, effective training and overall systems support. Members of the First Mortgage IT department advised that, *"The system is only as good as it's support and this is what made this implementation tons better than the last!"* Over time, the IT department also appreciated that all updates and changes to the system would take place at a centralized location eliminating the need for them to contact every branch for updates. The process was truly efficient and productive from an IT standpoint as was the system's implementation.

Approximately a year and a half later, First Mortgage employees still log their in and out times, review their timesheets and request vacation from multiple branches; Supervisors still edit time sheets, review department reports and approve vacations; and Payroll coordinators still ensure time sheets are being addressed by supervisors and payroll is being accurately processed. There's only one big difference - *there's no paper!!!* Employee time is immediately available for viewing online by managers and administrators located across the state eliminating manual errors and delays which resulting in faster payroll processing.

Tammy was recently asked if the investment had truly paid off. Tammy's response was a resounding *"Absolutely! It has made my job a lot easier! It's easier to track information especially for the branches where you're not able to directly monitor employee activity and it has truly saved us \$\$\$ - payroll-wise!"* Tammy shared a funny story about how she was able to tell that the system was saving the company money: Tammy received a call from the payroll department on a late Friday afternoon, advising her to look out the window toward the parking lot. Tammy opened the blinds and noticed that with 5 minutes to go until quitting time, the parking lot was still full! This had never been the case in prior years on the honor system, so Tammy gladly emailed PTS with a *"Congratulations - you've passed the Employee Parking Lot Test!"*

Tammy was also asked if she had any advice to give a similar company looking to implement such a system and she replied with the following: *"Companies should really be aware of managers who have a difficult time with change, even good change, and are not willing to help and involve themselves with the implementation. Thanks to PTS and NOVAtime, everything went ok. We love it. It's a great system!"*

Thanks to Tammy Russ of First Mortgage and Dave Walker of NOVAtime for taking the time to comment and report on the products and services of Pacific Time Systems. Your efforts have certainly helped us towards becoming a better company!

