

EZ-CARE2™

CLIENT PROFILE

Hope Lutheran improves attendance accuracy and saves time with EZ-CARE2's TimeClock!

AT A GLANCE:

Organization:

Hope Lutheran Church & School

Location:

Shawnee, KS

Business Challenge:

Improve accuracy & simplicity of tracking staff and children's attendance.

Solution:

EZ-CARE2 center management software including SofterWare's TimeClock Module with Biometric Fingerprint Reader.

Key Results:

- Time savings of at least 20 hours a month
- Accurate attendance records have reduced disputes of charges and increased revenue
- Improved parent and staff satisfaction due to simpler sign-in process and greater security for children

"Having the exact time recorded automatically by the computer when people signed-in, and being able to calculate payroll hours and accurate charges based on this information, was exactly what we needed."

*Scott Jennerich
Before and After School Care Director & Technology Coordinator
Hope Lutheran Church & School*

Hope Lutheran Church and School provides before- and after-school care as well as a day school for grades K-8. With a staff of 30, they provide care for over 300 children.

Business Challenge

Scott Jennerich, Before and After School Care Director & Technology Coordinator for Hope Lutheran Church, was looking for a cost-effective solution to improve the way they tracked attendance for both staff and children. Their prior system of having staff manually record their own and parents' arrival and departure times was time-consuming and often not very accurate. This sometimes led to disputes about charges for extra time and was very inefficient. Scott also wanted a system that gave him proof-positive

identification of who was coming and going, but was convenient for parents and staff to use on a daily basis.

The Solution

Scott chose EZ-CARE2, along with SofterWare's TimeClock module, because it provided a fully integrated solution for managing enrollment, attendance and billing. "Having the exact time recorded automatically by the computer when people sign-in, and being able to calculate payroll hours and accurate charges based on this information, was exactly what we needed," said Scott.

Biometrics

Scott did have a concern about the use of PIN numbers for sign-in. "Although I appreciated the many

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options EZ-CARE2 already offered, such as a touch screen for attendee sign-in, I really thought it would be nice if we could use fingerprint recognition to eliminate PIN numbers and provide the additional security of sign-in identity. I was very impressed with SofterWare's responsiveness to my suggestion. They indicated that it was something that they had been looking at, but didn't yet offer. We had previously had a bad experience with another software company that promised more than they delivered, but SofterWare's track record of product improvement made me confident to go ahead with their TimeClock."

"You can imagine how delighted I was to get a call just a few months later to see if I was interested in testing a new Biometric Fingerprint reader option that SofterWare had developed. Better yet, the cost of the device and the software was even less expensive than I expected. Needless to say, I jumped at it."

To get started, everyone simply registers their fingerprint one time. The unique characteristics of their fingerprint are analyzed and stored, although their actual fingerprint is not, eliminating possible security concerns of parents and staff. When people arrive, they just touch the reader with their finger, and the software searches the entire database, identifies the match virtually instantly, and records the time.

"The transition from signing kids in manually to doing it electronically with biometrics was smooth. The instructions were very easy, and the suggestions were right on the money. Children can sign themselves in, or the parents do it for them."

The reaction was overwhelming. "Parents really liked the convenience and the safety factor. We decided to give parents the option of using PINs if they prefer, but 90% use the fingerprint reader. Now it's easy to know if someone other than a parent or guardian comes to pick up the child. Although we don't have the TimeClock electronic door release option, the person at our sign-in/out area has a window on their screen to monitor the sign-in results. Since you cannot enter or leave the center without clock-in, we've

been able to eliminate the problem of children who come and go without being properly recorded."



Hope Lutheran staff and authorized pickups now sign-in and out by touching a fingerprint reader.

The Results

For Hope Lutheran, TimeClock has positively impacted their operations in a number of ways. Said Scott, "The main benefits to us are the precision record keeping, the enhanced security, and administrative time saved. It has also increased revenues by eliminating arguments about the accuracy of arrival/departure – they can't say it wasn't their finger! As a result, we no longer have to round off estimated times or write off disputes. Another great aspect of this system is the integration. Since TimeClock and EZ-CARE2 are linked, parents can check their account balance and payments, and receive messages on the screen when they clock-in. They really like that and it provides a positive image of our program."

The last benefit Scott mentioned is the useful reporting. "I can use the "Who's Here Now" report for staff to check that everyone is in on time, just in case I have to shuffle people around to cover a particular area. My other favorite is the invoices, which can be detailed or summary. Interestingly, now parents just ask for the summary invoices since they know the data is so accurate. This has really helped cut down on paperwork. In fact, I figure the automation of all these manual tasks has saved us at least 10 hours of administrative work every 2 weeks."