



workforce management
made easy



ITR Case Study

Home Hardware



About Home Hardware

Type Retail

Location St. Jacobs, ON - Canada

Website www.homehardware.com

Customer Needs

- Cost-effective, flexible solution to track employee time and attendance
- Time and Attendance system that integrates with payroll software for quick and accurate data capture

Company Profile

Home Hardware was founded in 1963 by approximately 120 independent hardware dealers. Today Home Hardware has over 1,000 independent hardware, building supply and furniture members across Canada. The organization's six corporately owned locations employ over 2300 employees and include: Atlantic Distribution Centre (Nova Scotia), Western Distribution Centre (Alberta), Home Hardware Corporate Office, Furniture Distribution Centre (Elmira, Ontario) and Home Hardware Furniture and Hardware Store (St. Jacobs, Ontario) and the Paint & Home Products Division (Burford, Ontario).

Business Challenge

As the organization grew in size, Home Hardware realized they needed a cost effective and flexible solution to track employees' time and attendance information in their six corporate locations. The company was manually collecting employee hours and tracking vacation and absence time. Paper summaries from these facilities across Canada were then sent to head office in St. Jacobs, Ontario, limiting supervisors' ability to quickly access information. Re-keying and balancing this data into Home Hardware's payroll system required the efforts of four staff at head office, in addition to the payroll personnel at each location. But while the organization was focused on improving efficiency and accuracy, Compensation and Benefit Manager, Julie Jamieson, adds "Just as important, we wanted to capture what was not being reported." To top it off, the company wanted to combine the roll-out of the new workforce management system with the implementation of a security access system and the replacement of their current payroll service provider.

Selection Process

Home Hardware approached this large project methodically. The project team sent out an RFP to eight vendors and after researching each, narrowed the short list to two vendors. The chosen vendor must be able to manage the implementation of both a security access system and a workforce management solution. However, Home Hardware was also replacing their service payroll system with an in-house system, Avanti Inc., complicating the integration requirements. ITR's detailed response to the RFP, offering a combined solution of access control, workforce management and an interface to transmit data to the new payroll system, paid off. As Julie Jamieson explains, "ITR put a lot of thought into accommodating our needs and proposing the best solution fit. ITR's software met our requirements and their proposed solution of data synchronization between systems was the best choice for our organization."



"We are an organization of over 2300 employees. The ITR team was incredibly attentive to our unique culture and needs. No need was too great nor too out-of-the-ordinary. We are extremely pleased with the project conversion, the data synchronization between systems, and our return on investment."

Julie Jamieson, Compensation and Benefits Manager
Home Hardware

The Solution

Turning to ITR, Home Hardware was provided a comprehensive but user-friendly solution in TimeZone Client Server. With over 250 supervisors using modules spanning multiple operational needs, Home Hardware has been able to move from manually tracking employee time and accruals to an automated solution that has the flexibility to grow with them as their business succeeds. In addition to the core TimeZone software, Home Hardware opted for four additional modules: Benefit Accruals, Auto Employee Letters, Scheduling, and Department Allocation. This combination allows them to effectively address all aspects of their operation as it relates to their workforce. Over 35 ITR 760 TC/PIP data collection terminals are installed throughout their facilities to automate the collection of employee hours.

Results and Benefits

Home Hardware undertook a daunting challenge when they decided to implement security access and a workforce management system and replace their payroll system simultaneously, but their efforts paid off. A key success indicator is the integration and synchronization of data between all three systems. ITR was able to successfully and smoothly meet these needs, greatly reducing payroll processing time and database maintenance. Prior to having a centralized system, supervisors at the locations had limited or delayed access to information; because of the workload they often had to wait to receive payroll information from head office. After implementation of the new systems, payroll processing time dramatically reduced by almost 60%. They have experienced the operational benefits and return on investment to prove their reduction strategy a success. The on-going relationship with ITR analysts and senior management means they'll stay ahead of the curve in this area.



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