



**workforce management**  
made easy



## ITR Case Study

# The Nuance Group



### About The Nuance Group

**Type** Retail

**Location** Mississauga, Canada

**Website** [www.thenuancegroup.com](http://www.thenuancegroup.com)

### Customer Needs

- User-friendly automated time and attendance system for all store operations
- Time and attendance system with scheduling and reports generation capabilities

### Company Profile

The Nuance Group operates 370 airport shops in 19 countries, with over 40 stores in North America. A well known entity in the retail industry and a leading name in international airports, their shop names in North America are found under the names of Liberty Duty Free, Broward Duty Free, 490 North, News Travel and Tax and Duty Free.

### Business Challenge

Several years ago, Nuance updated their entirely manual time and attendance system to an automated solution. "It worked well enough, but the software wasn't very user friendly" says Norah Nahhas, Payroll Manager for the North American Division. Because the system was not user friendly, it was managed solely by Head Office. Store managers did not have the information they needed to staff appropriately, control labour costs, and identify attendance-related trends. In addition, the Head Office HR/Payroll department was burdened with processing payroll information, answering attendance related questions and producing reports for 45 stores.

### Selection Process

When The Nuance Group made the decision to upgrade, the main priority was implementation of a distributed application which would enable supervisors to edit and manage the time and attendance data of their employees. It had to be easy to use, and have scheduling capabilities so that managers could optimize their labour resources. After researching several vendors, The Nuance Group decided to implement TimeZone, a workforce management software from ITR. Norah Nahhas, Payroll Manager believed, the product clearly stood out as easy to use, and included features that would impact the management of resources, and most importantly their bottom line.



*"Previously, we needed 4 people to process payroll. Now we are down to 1 person and mistakes are not a problem anymore. I believe a 75% decrease in payroll processing costs to be substantial and a tremendous return on our investment."*

Norah Nahhas, Payroll Manager  
North America Division  
The Nuance Group

### The Solution

ITR and The Nuance Group assembled an implementation team and rolled out software and data collection terminals throughout North America to more than 45 stores and 1000 employees. Personnel punch in and out at each store using a magnetic stripe badge. This data moves via the internet from the data collector to the software which resides on a server at corporate headquarters and runs on a Citrix platform.

The Nuance Group chose to purchase licenses for each store manager, so that managers could have up to the minute information of their employees, their scheduling and their labour costs. Managers assumed the responsibility of editing and tracking vacation and sick days, and approving and providing electronic sign-off of each payroll summary. Distributing these tasks to the store manager has greatly reduced the payroll processing time at corporate headquarters. Of course, at the corporate office a "Super-user" performs audit tasks and reviews the store managers' summaries before sending the completed file to their payroll provider.

### Results and Benefits

The Nuance Group and its store managers have recognized numerous benefits from the implementation of TimeZone. Managers can now immediately adjust schedules if it appears that their store is over or understaffed. They can also proactively address individual or storewide attendance problems, repeated lateness, or the tendency to call in sick on the day before a scheduled day off. Store Managers have the tool to quickly answer employee inquiries related to vacation days or payroll questions without having to make a request to corporate headquarters. Corporate definitely benefits from the simple and accurate production of payroll. The ITR interface to Nuance's ADP payroll software has also eliminated the need to re-key data. Corporate Headquarters has been able to demonstrate a dramatic 75% decrease in its payroll expense.



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