A Trifecta Solution:
A Time Tracking & Payroll Case Study

How North Carolina Football Club used QuickBooks Time with scheduling integration via MakeShift and ADP TotalSource® to save more than 324 hours and $6,234 this season.

90% Reduction in Hours Per Payroll Cycle

324 Hours Saved per Season

$6,234 Savings per Season

> "The implementation support helped get us up and running for our first couple of games in March and showed me how to add the rest of the employees I hired to the platform. It took a short time to sync up, and having all employees in one system is very nice and makes my job easier because the systems (QuickBooks Time and ADP) talk to each other. All I have to do is toggle to turn on access, and the system sends new employees an email invite to get them set up. It's very quick and easy."

Lindsey Shawver,
HR Generalist &
Office Manager,
North Carolina FC

CLIENT

North Carolina Football Club supports a modern vision for soccer, centered around bringing the highest level of men's and women's professional soccer in North America to the Triangle region of North Carolina. As a united soccer community, North Carolina FC's state-of-the-art stadium hosts home games for both teams and offers a membership program for soccer fans, enthusiasts, and supporters as well as sponsorship opportunities for corporations.

CHALLENGE

Lindsey Shawver, the HR Generalist and Office Manager for North Carolina Football Club, is part of a small HR team that supports the front office staff as well as athletes that play for the men's and women's professional soccer teams in North Carolina. She hires approximately 120 part-time, seasonal, contract staff each soccer season for jobs such as ticket scanners, stadium ushers, merchandising and retail store associates, on the field support, etc.

She was looking for automated tools to manage their ever-changing, game day staff's hours and schedules. They had been using ADP TotalSource® for payroll and PEO for several years, and her ADP® District Manager recommended QuickBooks Time to handle their time-tracking and scheduling needs.

Some of her biggest challenges included:

- **A Way to Simplify Payroll**
  Running payroll was an approximate 10-hour process spread out over a two-day period due to manual time tracking. They were looking for a way to simplify the process with a seamless integration been a time tracking and payroll system.

- **A Need for Automated Time-Tracking**
  Employees had to stop by the ticket office on their way out to report the time they were leaving to be manually entered. They wanted a mobile app to simplify time tracking for these seasonal employees who were dispersed throughout the stadium at various job locations. With a huge stadium, it was too difficult to have to punch in and out using a fixed time clock.

- **Difficulty with Manual Employee Scheduling**
Their scheduling manager was relying on an Excel spreadsheet to track availability for each game and was sending emails out to each employee to find out their availability, which often was inconsistent. In addition, there are 7-8 different job roles for each game that require different responsibilities. This was very difficult to keep up with manually, was extremely time consuming, and was never 100% accurate because things were always changing at the last minute. They did not have a real-time, live scheduling capability, so it was a huge logistical and time-intensive challenge.

Results-Driven, Integrated Solutions

QuickBooks Time with its integration with MakeShift scheduling and ADP Payroll had a solution for North Carolina FC's challenges, resulting in:

✓ **A 90% Reduction in Hours for Payroll Processing**
Payroll for these part-time, seasonal employees used to take approximately 10 hours over a two-day period. Now, it takes an hour or less, saving 9 hours per game in a 36-game season – saving approximately 324 hours, which equates to a $6,234 savings per season.

✓ **Automated Time Tracking via Mobile App**
QuickBooks Time's mobile app is so convenient for their employees to use their phones from whatever location they are assigned to clock in and out rather than trekking across the stadium to manually check in and out.

✓ **Simplified Scheduling**
With QuickBooks Time's integration with MakeShift, their scheduling process has been streamlined and automated. Employees can go in and add their own on availability for scheduling and block off times they cannot work. When their scheduling manager sees that, he'll can skip over them and go straight to the next person on the list. This is all done seamlessly within the mobile app.

✓ **Implementation Support**
QuickBooks Time's 90-day success coach for implementation helped them get set up correctly before their season started and showed them how to upload the rest of the employees to the system. Everything was automatic, and the two systems talked to each other seamlessly.

Learn more about <u>QuickBooks Time</u> and <u>MakeShift</u> on ADP Marketplace.

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