

## Improved Time and Attendance Reporting System Helps Long-Term Care Facility Manage Hourly Workforce



### Client

Extencicare Health Services, Inc. (EHSI) is a leading North American operator of long-term care facilities. The company owns over 250 facilities and provides back-office services to several hundred other locations. Altogether, Extencicare is responsible for managing time and labor for approximately 25,000 employees, most of who are paid on an hourly basis.

### Executive Summary

Like many healthcare organizations, particularly in the long-term care sector, Extencicare's workforce experiences extremely high turnover, and the organization deals with complex pay policies such as large variety of shift pays and scenarios, a high number of premium rules and complex overtime.

### Business Challenge

To support payroll operations and key labor reporting, the company required an upgrade of both time clock hardware and application software from its previous outdated and unsupported version of Kronos. Revere was retained to provide project management oversight and functional/technical support throughout the entire implementation process of WorkForce Central v5.2.

### Solution

During the engagement The Revere Group provided project management and leadership to a 20+ person team of client and vendor personnel, and designed the solution the future organizational and unique reporting requirements in mind. The team configured over 1,000+ pay rules and developed and tested over 21 interfaces. Revere managed the solution testing process and guided the creation of training and communication materials. To prepare for final deployment and knowledge transfer, Revere worked with Extencicare to develop a six-month phased deployment plan.

### Results

Upon completion of the project, Extencicare internal staff successfully executed an on-schedule and on-budget deployment of hardware, software, training, and processes across all 250 U.S. locations.



## For More Information

For more information about The Revere Group's services and solutions, call 888. 4REVERE.

## About The Revere Group

The Revere Group is a North American Business Unit and a majority-owned subsidiary of NTT DATA, a multinational organization.

Founded in 1991 and headquartered in Chicago, The Revere Group is a leading global business and IT solutions consultancy that specializes in assisting high performing mid-tier and fast growing companies. Revere provides industry, process and technology expertise with a proven service approach—Think, Build, Source—to pave the way for your success. Revere focuses on five key business challenges to increase your business agility and bottom line results: [Operational Efficiency](#), [Analytics and Collaboration](#), [Interactive](#), [Enterprise Platforms](#) and [Managed Services](#).

For more information about The Revere Group, go to [www.reviregroup.com](http://www.reviregroup.com).

## The Revere Group

### Service Excellence

The Revere Group is a leading global consultancy dedicated to delivering business and IT solutions. Revere focuses on helping organizations improve their financial and operating performance through the combined application of technology, people and process.

In an industry marked by innovation and change, organizations can look to Revere for its senior consulting model, strong business and technology expertise, and client-focused project management methodology.

In addition to providing clients with world-class solutions, Revere is dedicated to the highest service standards. Vast experience in providing end-to-end solutions in diverse industries and platforms means Revere can deliver measurable results and exceed expectations. Additionally, knowledge and expertise with proven onsite, offsite and offshore methodologies and execution processes has established Revere as an industry leader in the marketplace.

### Industry-leading Outcomes

Revere brings vertical industry market knowledge to help Healthcare, Manufacturing & Distribution, Entertainment, Financial Services, Insurance and Private Equity clients succeed with their unique business objectives.

### Think. Build. Source.

As your trusted advisor, Revere provides industry, process and technology expertise with a proven service approach—Think, Build, Source—to pave the way for your success.

**THINK** – Companies continually face the challenge of aligning their business objectives with their IT strategy. An effective roadmap with a strong business case delivers a path to achievable goals with measurable results. Revere helps identify and link people, process and technology, bringing clarity to your business and IT initiatives.

**BUILD** – A successful implementation is the driving force behind all that Revere does. We deliver the right solution on time and within budget. Disciplined project management skills and business aptitude ensures the success you rely on.

**SOURCE** – The right balance of sourced functions can improve your IT service levels and return on investment, allowing you to more effectively meet your business needs. Revere helps identify a strategic sourcing model based on internal capabilities, external resources and cost.