

CASE STUDY: LOYAL SOURCE

WORKFORCE SOLUTIONS PROVIDER OVERCOMES THEIR COMPLEX TIME TRACKING CHALLENGES WITH DATABASICS

Loyal Source Government Services is a dedicated staffing solution for commercial and federal agencies with contracted positions worldwide. Since its founding in 2009, Loyal Source has placed more than 5,000 healthcare professionals in over 250 locations and is recognized as an industry leader in healthcare staffing. Today, Loyal Source has been a DATABASICS Time customer for almost five years. They found DATABASICS after an initial search for a time tracking solution that could solve their complex requirements.

LOYAL SOURCE HAD THREE MAJOR CHALLENGES:

- **Tracking Time To The Project Level:** As a staffing organization that bills by contract, Loyal Source needed a time tracking solution that could track to the project (contract) level.
- **Integration With Current Systems:** Loyal Source also needed a solution that could integrate with UltiPro (HR) and Microsoft Dynamics SL (Accounting). According to Loyal Source Senior Accountant Auliya Cornick, "it's a lot of moving parts that need to work together."
- **Manual, Time-Consuming Processes:** Relief from manual processes was another key requirement for Loyal Source. They needed an upgrade that would streamline the experience for approvers and end users.

**Industry: Staffing****Number of employees: 1,000****With DATABASICS since 2015****Challenges:**

- Project tracking
- Integration with MS Dynamics SL & UltiPro
- Waste of time & resources on manual processes

Solution: DATABASICS Time

- Time in/out
- Leave management

Customer requirements:

- In-depth project tracking
- Timesheet pre-population with WBS
- Integration with MS Dynamics SL & UltiPro
- Custom auto-calculation of overtime and double time
- Custom timesheet reporting

BEFORE DATABASICS

Formerly, Loyal Source could not directly allocate time to contracts. Instead, Loyal Source maintained its contract records manually. Because every contract typically had different requirements and rules, this process was highly cumbersome and prone to error.

"We were looking for a flexible solution with strong support for projects and locations that would work with and talk to our HR and Accounting applications. A challenge we struggled with was finding one solution that would talk to both UltiPro and MS Dynamics SL," said Comnick.

Manual processes also made reporting more difficult for the

accounting and auditing teams. Lack of clear visibility into employee activity made it a struggle to optimize resources.

Loyal Source clearly needed a time tracking solution for contracts with powerful reporting and integration capabilities. Additionally, the solution had to be highly adaptable, effectively future-proof since new requirements could emerge at any point.

 **Working with DATABASICS is great... They're always very helpful.** 

AULIYA COMNICK | LOYAL SOURCE SENIOR ACCOUNTANT

HOW DATABASICS HELPED

For Loyal Source, meeting their challenges meant reaching out to DATABASICS, whose solution, DATABASICS Time, proved to be an outstanding fit. For activity tracking, DATABASICS configured Work Breakdown Structures (WBS) that could vary by contract, not just with respect to levels, but business rules as well. Time now can be recorded against dimensions like task order, Contract Line Item Number (CLIN), earnings code, and labor class. DATABASICS also set up automatic integrations with UltiPro and MS Dynamics SL eliminating manual effort and error. Finally, DATABASICS report capabilities allowed Loyal Source to drill down into its operations and achieve a new level of control.

In the new DATABASICS solution, the end users were not forgotten. With the DATABASICS Time mobile app, employees can quickly and easily record their time wherever their assignments take them.

"Now, end users can do it on their phone," Comnick reported. "They used to have to hand write and scan/email time cards. Now they can go in and see it's submitted and where it is in the process. It's all right there at their fingertips. It's definitely helped for sure.

"DATABASICS designs and uploads the time so that we don't have to key in 400 people. It allows us to manipulate and work with the data in different aspects to eliminate the manual manpower in our payroll department. The improvements have reduced errors and rejections by leaps and bounds."

In addition, Loyal Source's payroll team found that the audit gave them more visibility into every detail of the auditing process, including who approved the timesheet and whether it was submitted on time. Having a detailed report of the original entry, revisions, and times of submission helped to answer future questions about when and why changes were made.

For Loyal Source, DATABASICS stood apart in offering the flexibility in configuration that its staffing business required. DATABASICS also excelled in working with Loyal Source to deliver the results Loyal Source envisioned.

"Working with DATABASICS is great. The turnaround time when working with support is always quick. They email back within the hour for high priority needs. They are very quick to jump to whatever we need. Really, anything we need, they're always very helpful," said Comnick.

THE FUTURE

In the five years since implementation, the number of employees at Loyal Source has grown substantially, all supported by DATABASICS Time.

"We've gone from 200 people to 1000 and it's made a big difference in efficiency for the billable side," said Comnick.

For other staffing organizations looking for a time tracking solution, Comnick says "I would highlight the ability to get the time to such a detailed level. If [other staffing companies] do have different locations or contracts, you can split the time and where it needs to be billed to, especially if they have change in pay rates... DATABASICS has been key in helping us... We're able to stay in compliance and make payroll happy. It's made a world of difference."

ABOUT LOYAL SOURCE

Loyal Source is an Orlando-based workforce solutions company dedicated to being the preeminent provider of elite contracting services worldwide. With a focus in government healthcare, technical and support services, travel nursing, and engineering, Loyal Source provides exceptional client-employee solutions and consistently performs at the highest level to reach client and employee goals for both private enterprise and government agencies. For more information about Loyal Source, visit www.loyalsource.com.

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DATABASICS is driven to meet the most demanding time and expense management challenges for organizations throughout the world with a combination of deep expertise, next-gen technology and a focus on the unique needs of each customer. Powered by decades of experience, DATABASICS is in the business of solving time and expense problems with solutions that are the right choice for today and easily adapt to the uncertainties of tomorrow. Time and expense are better together, which is why DATABASICS addresses these two critical business processes with absolute ease in one solution.

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