



## Why Use a Telephone-based Time and Labor Data Collection System?

### Introduction

Telliris Attend fits situations where it's impractical or impossible for your workforce to use a traditional time clock or PC/Web time clock.

It's ideal if you have a workforce that is mobile, out in the field, or working at remote locations.

The aim of this document is to educate you on how telephone-based time and labor data collection fits into a complete time and attendance solution.

### Common Situations and Solutions

Below are situations especially well-suited for this form of time and labor data collection:

#### **Mobile, Remote, Disbursed Workforce:**

Employees that are mobile or located remotely are excellent candidates to use telephone-based time collection. Telephones are everywhere. If it's impractical to place a time clock, badge reader or PC at the employees' location, the telephone is a natural solution.

#### **Validating employees are at their field locations:**

When an employee calls to clock in/out, the system can validate they are calling from an approved location. Telliris Attend uses either Caller ID or PBX station ID to ensure the call is being made from a phone number on the approved list.

#### **Installing many clocks is impractical:**

In multi-building work environments such as at hospitals or universities, the cost of installing a large number of fixed mount devices is prohibitive. Since Telliris Attend uses your existing telephone infrastructure, it is more cost-effective compared to badge readers.

#### **PDA's are too costly:**

The high cost of acquiring, maintaining and replacing mobile devices can be difficult to justify. Telephone-based time collection is an economical alternative to mobile devices.



## Industry Applications

Telephone time collection systems are commonly used in a wide range of industries. Several are described below. To see how it works, call the Telliris demo line to experience it for yourself.

**☎ Agriculture and Construction:** Companies who have work crews in the field can eliminate the need to handle paper time sheets. Supervisors clock their crew in and out efficiently using Telliris Attend and any telephone or cell phone. Crews can be quickly clocked in and out as a group or individually.

**☎ Equipment Service and Repair:** Equipment dealers, manufacturers, and service companies often send employees into the field where there is unreliable PDA / PC wireless access. Using telephones / cell phones instead of a PDA / PC assures consistent real-time capture of time & labor data and speeds up billing.

**☎ Facilities Management Firms:** Property maintenance and facilities management firms have found telephone time collection the most economical alternative to installing electronic time clocks at each facility. Employees call a toll free number to clock in and out of each site enabling both time and workorder data collection.

**☎ Home Health:** Home health agencies are traditional users of telephone time collection. Using the telephone for time and patient data collection enables agencies to collect data at the point of service delivery. This streamlines billing and payroll processing and ensures proper service delivery by eliminating manual data entry.

**☎ Hospitals:** Many hospitals choose telephone time collection, taking advantage of the accessibility of telephones within their campus setting. Telephone time collection eliminates the need to install and maintain many fixed mount data collection devices across the campus. A hospital's home health aide group can use it to record time and patient activity at each home.

**☎ Manufacturing:** While most manufacturing companies use badge readers or clocks, many can benefit by using Telliris Attend for absence reporting. When an employee call in to report an absence, real-time integration notifies managers in time to get a substitute before the the shift starts. Each caller can be issued a confirmation code to eliminate disputes about proper reporting.

**☎ Temporary Staffing:** Temporary staffing agencies have a unique labor tracking challenge on their hands. The transient nature of temporary workers makes traditional clocking impractical. Telliris Attend leverages the widespread availability of telephones to offer an economical solution.

**☎ Universities & School Systems:** Much as in hospitals, telephone time collection provides a cost-effective alternative to fixed badge readers in campus or school environments. As a centralized system, Telliris Attend is less expensive to install and far less expensive to maintain than traditional clocks.