

## LATHEM TIME: Case Study

### *Medical Office Opts for PayClock EZ to Work Out Their Time and Attendance Troubles.*



**N**orthwest Surgical Arts located in Eugene, Oregon, is a medical office specializing in maxillofacial surgery. This active practice, owned by Dr. Timothy Welch, has outgrown its staff of three over the years to now become a staff of nine.

For this practice business was great, but they were still suffering. Northwest Surgical Arts was diagnosed with a poor timekeeping system. An outdated "practice management system" that involved employees logging or signing in was being used. "It was a mess, because often when employees were ready to leave, there would not be a computer available. They would leave without logging out or they would leave me note stating what time they left", says Ginger Gray, Office Manager, when describing her frustrations with the old system. Other concerns were that she was constantly having to update times and on a few occasions there would be "buddy punching", when one employee logged in or out for another.

Ms. Gray came to see that this was no longer efficient and it would eventually grow to be a bigger problem as the practice began to expand. Now was the time to look into a new way of keeping time.

Office Depot offered a variety of time clocks, but Lathem's PayClock EZ was the answer she had been looking for all along. Ms. Gray chose the PayClock EZ because of its affordability and its ease of use. The system is designed for businesses with up to 50 employees, and includes a compact badge reader

terminal, 25 employee badges, and its Windows® based time and attendance software.

The PayClock EZ was installed on the front office wall close to the back door. As a result of the systems location, it is easy for the employees to reach and it is close to the file server.

"I finally have accurate timekeeping, easy reports, and it is very comfortable for the employees", Ms. Gray states.

"Processing is pretty straightforward...and it is an easy product to use", explains Ms. Gray when asked about the switch from manual timekeeping to the PayClock EZ.

Employees just swipe in and out with "credit card" style badges, and the terminal communicates

back to the employee with its large LCD display, good and bad indicator lights, and audible beeper. The clock is polled weekly and in a matter of seconds, the employees' total worked hours is calculated based on predefined rules. Although payroll is done on a monthly basis, Ms. Gray runs reports twice a month to keep things in order.

The PayClock EZ has taken care of the time consuming and error prone process of tracking time and attendance so Northwest Surgical Arts does not have to.

When asked about how she feels about the new system, Ms. Gray excitedly exclaims, "It has ended the frustrations for all of us, therefore making it a much happier environment." ☺



**A New Way of Keeping Time:**  
Office Manager Ginger Gray (left) and employee Melissa Roider enjoy the benefits of their new PayClock system.

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