

AN EPAY CASE STUDY

# ATALIAN Global Services Saves \$4.75M+ in One Year Using EPAY's Human Capital Management System



## COMPANY OVERVIEW

ATALIAN Global Services is an international facility services contractor with more than 130,000 employees, including 6,000 in the

U.S. Founded in 1944, the French-based, family-owned company operates in more than 30 countries. Since entering U.S. markets in 2016, ATALIAN has expanded into 27 states, with workers spread across thousands of worksites.

## THE CHALLENGE: Create Consistency—and Cost Savings—Across Diverse Subsidiaries

As part of its U.S. expansion strategy, ATALIAN acquired four regional firms between 2016 and 2017.

“Our hometown team approach makes us unique,” says Arron Rhodes, ATALIAN’s Human Resource Director. “We service our customers with local management teams, backed by extensive global resources.”

However, each subsidiary had its own payroll, HR, and time and labor software. Managing these disjointed systems created payroll and compliance challenges, as well as financial inefficiencies.

So, in 2019, ATALIAN launched an initiative to choose a single HCM system that would serve all subsidiaries equally well.

## THE SOLUTION: EPAY's Flexible, User-friendly HCM System

The ATALIAN team, led by Carol Lopera, Chief People Officer, evaluated numerous systems, including the leading providers’ and their existing systems: Team Software (WinTeam), J.D. Edwards, NOVAtime, and, yes, EPAY. The team found that its Midwest subsidiary—which used EPAY—was achieving operational efficiencies the others were not. Ultimately, ATALIAN chose EPAY.

“We chose EPAY for several reasons,” says Rhodes. “The time and attendance system was customizable to fit our needs across very complex situations, including union agreements.”

“In addition, the HCM system was customizable and user friendly, allowing us to train staff quickly. Plus, its reporting capabilities gave us what we needed that we didn’t have as readily available before.”

## A SMOOTH IMPLEMENTATION

ATALIAN chose to go live across all four subsidiaries simultaneously, implementing time and labor software in July after testing in one region, followed by the complete HCM system on January 1.



## HIGHLIGHTS

### THE COMPANY

- Global facility services contractor
- 6,000 U.S. workers
- Four recently-acquired subsidiaries

### THE CHALLENGE

Choose one time and attendance and HR/Payroll system to create consistency and savings across all subsidiaries.

### THE SOLUTION

EPAY Human Capital Management system, including Time & Labor Management.

Our systems are:

- Flexible, to adapt to any company’s workforce environment and pay rules
- Easy to learn and use
- Designed with advanced reporting and analytics capabilities

### THE BENEFITS

- \$4.76M saved in one year
- Makes HR and payroll faster and easier
- Helps manage COVID
- Offers “phenomenal” service

Despite complexities, both implementations went as smoothly as can be expected. ATALIAN attributes this to extensive planning, knowledgeable internal and external teams, and the full support of its executive team, led by Peter Sheldon, Chief Executive Officer.

## RESULTS:

### \$4,760,000 Saved in Just One Year

By switching to EPAY's time and labor software, ATALIAN not only achieved consistency across its U.S. operations, but immediately lowered labor costs, thanks to the system's built-in cost efficiencies.

The bulk of ATALIAN's U.S. workforce is hourly, distributed workers that are hard to time-track and pay accurately: janitorial staff, maintenance technicians, grounds workers. EPAY's versatile data collection methods and flexible pay engine is designed for these workers, while system safeguards prevent time theft, curtail overtime, and eliminate waste and errors.

ATALIAN chose a mix of data collection solutions for its various work environments, including FonetM IVR telephone tracking, biometric time clocks, and EPAY's mobile time-tracking app.

In just 12 months, the company saved \$4,760,000 million over its prior labor expenses, largely by eliminating time theft and errors. ATALIAN—which relies heavily on reporting and analytics to operate efficiently—tracked its savings through EPAY's unique workforce management tools. (The system enables them to track manual interventions and changes, as well as employees missing punches, which ultimately results in time fraud and increased labor cost.)

ATALIAN also runs weekly budget snapshots at the worksite and manager level, which allows them to identify where overtime was and is occurring. It began releasing daily flash reports to its regional leadership teams, itemizing labor usage for the week—and giving managers the opportunity to correct course when needed.

"In our industry, overtime can be a P&L nightmare," says Rhodes. "Before EPAY, most of our entities struggled to have the structure able to pinpoint it real time, let alone tamp it down."

As a result, ATALIAN saved \$180,000 in overtime costs for the period. In total, ATALIAN is now saving nearly \$400,000 per month on labor costs.

## THREE ADDITIONAL ADVANTAGES

### HR and Payroll Processes Made Easier

"The biggest benefit on the HCM side is that it's extremely user friendly for HR and payroll employees," says Rhodes. "We can process people faster, hire them faster, and pay them faster."

ATALIAN has also taken advantage of EPAY's free pay card program—a low-cost alternative to paper paychecks. Pay cards are ideal for unbanked workers who can't use direct deposit.

Now, only 4% of ATALIAN's U.S. workforce receives paper checks. Considering every paper paycheck costs employers about \$3, these savings add up.

### Help Managing COVID-19

ATALIAN is also using EPAY's software to navigate the COVID-19 crisis, transitioning more workers to the mobile time-tracking app. Not only do employees like clocking in and out from their smartphones, it prevents work crews from congregating around time clocks and touching the same devices.

In addition, EPAY's record-keeping capabilities make it easy to track sick days and family leave, maintaining compliance with the CARES Act and other mandates.

### Enjoying "Phenomenal" Service

"I will say EPAY's HCM service has been phenomenal," says Rhodes, adding that "If I'm working late at night, the EPAY team tends to be working late, too." (Every EPAY customer receives free 24/7 support.)

Rhodes's favorite EPAY service story involves how—after implementing EPAY's HCM system on January 1—the team had to turn around payroll on January 3. EPAY's Implementation Manager and customer support team remained on the phone with ATALIAN's payroll staff until midnight, ensuring payroll went out on time.

"I will say EPAY's service has been phenomenal... If I'm working late at night, the EPAY team tends to be working late, too."

— Arron Rhodes,  
Human Resource Director,  
ATALIAN Global Services

### About EPAY

EPAY Systems is the leading HR software provider among employers that manage an hourly, distributed workforce. Our Human Capital Management platform is designed to help employers:

- Reduce labor costs
- Improve wage and hour compliance
- Operate more efficiently
- Pay workers accurately, even in complex environments
- Streamline HR administration

Our flexible, configurable system conforms to employers' needs, while our advanced reporting and analytics provide actionable information that employers can use to keep improving workforce operations.

### As a result, EPAY:

- Has maintained a 96% customer retention rate
- Earned an 89% customer satisfaction rate
- Is growing twice as fast as our competition!

**How much money,  
time and worry can EPAY  
save your company?  
Let's find out together!**