

CASE STUDY: *PUEBLO CITY SCHOOLS*



Time Collection is a process that should be simple for everyone involved. When working correctly, your time collection hardware and software is out of sight, out of mind. At Pueblo City Schools, time collection became a daily struggle.

When they reached out to us, Pueblo City Schools were in a complete bind. While they loved Time and Attendance, they majorly struggled to settle into a rhythm with their current hardware.

FAST FACTS:

Problem: Pueblo City Schools faced constant headaches with their Time & Attendance hardware provider.

Reasons: Implementation issues, not user-friendly, high service charges, unreliable devices..

Solution: Utilize Touchpoint's never-down network, customizable devices, remote support capability.

The solution they were using caused nearly constant problems. From being left on their own to solve implementation, to paying extra for support when issues inevitably arose, Pueblo fought with their hardware everyday.

Even when functioning correctly, updates and software issues left them in a constant state of wondering whether their employees would be able to clock in at all.

With administration, technology services, and employees all frustrated, Pueblo reached out to their current provider in hope of a quick fix, but instead found a costly solution.

For Pueblo City Schools, this was the last straw. Remembering Frontline's recommendation, they scheduled their demo with our service professionals and liked what they saw. Fully customizable, Windows-based devices. Simple, plug-and-play implementation. Direct integration with their existing systems, and remote support for any device on their network.

After discussing the best options with our sales team, we chose to send Pueblo City Schools a demo first to make sure that our devices could solve their problems (we knew they could!) A couple weeks and nearly 50 devices later, we shook hands with Pueblo City Schools on a successful partnership and the end of their time collection woes.

When it came down to the final decision time on how they should solve their time collection woes, the choice was clear: Upgrade to a solution that saves time and is simple for everyone to use.