allGeo

The company

A privately owned and operated facility inspection & custodial services company with hundreds of job sites (gyms, convenience stores) across the country. The company has a mix of full-time and part-time workers who they hire based on demand.

The old workflow

With a contingent labor force consisting of freelancers, independent contractors and temporary workers, the company found it challenging to manage field work, payroll and field performance. They wanted a way to track when their field staff arrived at a job site, completed the work and left the job site, all with high accuracy. Employees did not want to install apps or use special-purpose devices to track their attendance. These conditions made it difficult for HR to track work logs and compute payroll manually, and generate client SLA reports on demand. Using such an error-prone process made it difficult for them to run their business on a day to day basis.

The allGeo workflow

The customer's workflow was automated using the allGeo platform. Each site was geofenced and setup with a landline. A dedicated phone# was setup with a multilingual (English, Spanish) voice response system. While at the job site, field staff can dial into the dedicated phone# for Interactive-voice-recorded (IVR) based clock ins. The IVR system asks to confirm the **employee ID** and prompts the users to press a button to **check-in, break, end break, check-out**. The information is logged with the geofence job site and indoors room / floor level details.

The workflow is further automated by setting up alerts based on exception monitoring such as delay in shift start, employee absence, missed task assignment etc.

The HR & Ops manager at the headquarters is able to provision new employees in quick order, provide simple instructions on landlines to use for check-ins, monitor activities around the country & multiple shifts, and generate the attendance and compliance reports for payroll on demand. No more cumbersome paper trail and delays in processing payroll and project invoices. Further, with a contingent employee pool, no more complicated BYOD policies and app guidelines to enforce.

Employee arrives at job site → Delayed? — **Yes** → Alert to HQ

Voice check-in option

Check-in

Call dedicated number to check-in

After work is completed → Took too much time? — **Yes** → Alert to HQ

Check-out

Call dedicated number to check-out

Manager generates compliance report for clients

Generate Paycom compatible time and attendance report for payroll