

Client: Unitime Systems

Project: McGuckins Press Release

For Immediate Release

Hardware Meets Software

Boulder, CO... Faced with Y2K, McGuckins realized that they had no choice but to upgrade or find a new solution to replace their outdated time and attendance system. McGuckins is a privately owned hardware store with three locations in the Boulder area.

They decided to be proactive and address the biggest problems and headaches caused by their eight year old DOS software - poor customer service and time consuming break audits. Unitime Systems, a Boulder based time and attendance software company, was able to offer them the solutions to their problems and provide start-to-finish integration in just a few weeks. With Unitime, McGuckins was able to meet their end of the millennium deadline.

Bill McGuckin opened the doors in 1955 with 4 departments and 4 employees. The early success of the store is attributed to a belief in personalized service and selection. With one of their mottos being "If we don't have it, the customer probably doesn't need it," they pride themselves on doing whatever they can to meet their customers' needs. This attention to their customers, and an assortment of over 2000 hard-to-find items, is what McGuckins is famous for today. Clearly they deserve, and can rightfully ask for, the customer support that they so willingly offer to their own customers. Yet when they had questions for their previous software provider, their calls wouldn't be returned. Unitime provided answers to their questions immediately. "Providing technical support and helping out the customer is a primary part of Unitime policy," says Bill Korstad, president of Unitime Systems. "We go above and beyond the call of duty to make sure a company is happy."

"They have been very helpful," confirms Vicki Van Heeswyck, payroll administrator at McGuckins.

"Whenever a question comes up we can call and they are right on it. If it isn't a typical question, and they don't know, they go do the research and have an answer back to us within an hour."

McGuckins' previous software provider was unable to come up with a solution to their ongoing problem with break time auditing. The payroll department had to spend hours going through time reports each week to check employees' 15-minute breaks. Often they had to redo the "in" and "out" punches. With 340

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employees, this could take a lot of time. Unitime's functionality was able to provide them with a solution that even the Windows upgrade for their previous software hadn't been able to offer.

"Unitime was the best choice for us. It's the most user friendly and the most reasonably priced," concludes Van Heeswyk. "The pricing for the upgrade alone was equal to the entire cost of the whole Unitime system. Over time, with the hours saved in labor, the system has more than paid for itself." Van Heeswyk calculates that she has saved 4 to 5 hours a week since they converted to Unitime.

The integration with their payroll program was smooth and seamless. Unitime interfaces with most popular business systems, and was able to use the same mapping used by their previous software to set the system up identically. Installation of the components took a couple of days, and training consisted of a week of half-days. As part of the training, Unitime looked carefully at every need McGuckins might have, and then customized the system accordingly.

Unitime automatically tracks employee's punches, calculates hours worked, and creates a file for payroll at the end of each pay cycle. Employees at McGuckins swipe a card with a bar code, and then press a function key to punch in and out. The cards can be used at any of the three locations. Using an Ethernet connection, Unitime collects data overnight from the main clock and two offsite clocks, and posts the punches from the previous day. A report is then waiting for the payroll department in the morning.

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Unitime Systems, headquartered in Boulder, Colorado, develops, sells, and integrates automated timekeeping systems directly to end users, through a network of resellers, and outsourced over the Internet. Unitime products are installed in nearly 1,200 customer sites in a variety of industries. Their products are capable of interfacing with most popular business systems. To date, Unitime is responsible for paying over a quarter million people each pay period. For more information call 1-800-689-5487 or visit www.unitime.com.