

A woman with dark hair and bangs, wearing a light pink long-sleeved shirt and a white apron, is smiling and looking down at a tablet computer she is holding. The background is a kitchen with white jars on a shelf.

A quick guide
to time and
attendance
and workforce
management
software
roubler.

The challenge of effective time and attendance



Time is precious... make the most of every minute

Accurately recording the hours your employees work might sound simple enough, but if you're working in HR and payroll, you'll know that without the right system, things can quickly get complicated.

Missing data, lost timesheets and messy software integrations can result in payroll errors, leaving employees frustrated and your business out of pocket.

Luckily, all-in-one workforce management software streamlines the entire process, ensuring attendance data is captured easily and accurately, and that staff are paid for the hours they work: no more and no less.

Mobile technology also means you can provide a seamless, hygienic clocking experience for employees, streamlining their day and safeguarding their health and wellbeing.

In this guide we will walk you through the essentials of choosing time and attendance and workforce management software. We'll show you which features to look out for, and what you should consider when choosing a software provider to partner with.



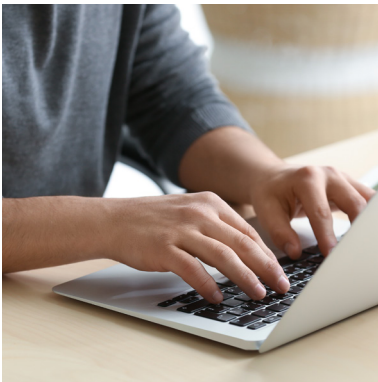
Challenge 1: Inaccurate attendance data

Accurately recording staff working hours is easier said than done.

Clunky, inefficient systems inevitably increase the likelihood of timesheet errors – spelling disaster when it comes to processing payroll.

There are so many factors at play: from employees who forget to clock in, to reliance on paper-based processes, to managers who are consumed by manual data entry.

The result is time wasted chasing attendance information, incorrect payroll, and unnecessary overtime bills that cost businesses thousands.



Challenge 2: Manual data entry and messy integrations

Once captured, time and attendance data should be sent seamlessly to payroll to ensure staff are paid accurately.

Without a means of cleanly transferring this data, payroll teams end up relying on manual entry or exporting and uploading data, which can take a significant amount of time and leave them open to error.

Worse still are messy APIs that do an imperfect job of sending data between systems, resulting in the need to double check every last detail.



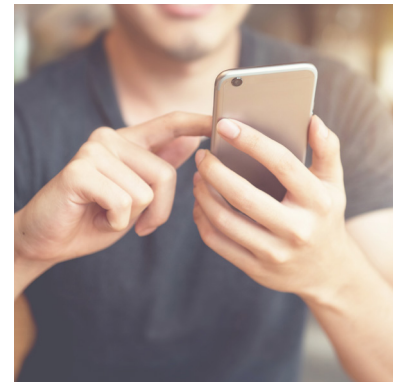
Challenge 3: Modern award compliance

Your employees need to be paid correctly, in line with the relevant award and the hours they've worked.

Unfortunately, the complexity of the modern award system means it's difficult to stay on top of compliance, and all too easy to make a small mistake that results in a hefty fine.

Every year, hundreds of businesses are penalised for not operating their business in compliance with Fair Work.

To make matters worse, most don't realise they're in the wrong until it's too late.



Challenge 4: Safe and hygienic clock-in

On top of the myriad challenges around time and attendance management, the Covid-19 pandemic has added a host of new considerations, especially when it comes to good hygiene practice.

Businesses using one clock-in kiosk for the whole team have had to rethink their processes to ensure they are not putting staff at risk.

Thanks to Covid-19, it is now essential that employees don't share the same clock-in device, and are not required to gather in a small space just to record their attendance.

Powerful all-in-one software

Thankfully, all-in-one workforce management software is helping businesses to stay on top of their time and attendance.

Gone are the days of paper timesheets or tracking attendance in an Excel spreadsheet. Here are some of the features to look out for when choosing the right solution for your business.

Capture accurate data

Managing time and attendance starts with capturing the right data. Attendance software will record clock in/clock out times, as well as any breaks or missed shifts, and update timesheets automatically so they are ready for payroll.

Maintaining accurate records helps reduce the risk of unnecessary overtime costs, underpayments and time theft, instead ensuring staff are paid fairly for the hours they've worked.

Look for intelligent features like attendance dashboards and alerts for management when an employee works additional hours or forgets to clock off.

Ensure award compliance

Staying on top of award compliance can be a headache, with complex rules and legislation that is continuously being updated.

That's why many business leaders are choosing to let technology to do the hard work for them.

Good workforce management software includes full award interpretations, and will use these pay rules in combination with time and attendance data to automatically calculate pay and help ensure compliance.

When choosing a solution to manage award compliance, it's especially important to ensure that software is updated regularly in line with the latest changes from Fair Work, otherwise you will put your business at risk of non-compliance.

Automate payroll data entry

Perhaps the most significant time-saving feature of time and attendance software is effective payroll integration.

By automatically producing online timesheets, then populating payroll software with time and attendance data, you don't need to waste time with data entry or clunky APIs.

Be sure to double check exactly how time and attendance data is sent to payroll, as not all systems are born equal.

Ensure Covid-19 best practice

Your employees' health and safety is paramount, but with many businesses using a single kiosk or device where all staff clock in, it can be difficult to maintain stringent hygiene standards.

Mobile clock-in lets employees use their own mobile device to record their attendance, helping prevent the spread of Covid-19 and other illnesses.

Enhanced employee experience

Accurately tracking hours worked is vital for employers, but it's important for employees too.

After all, people want to be paid correctly for the hours they've worked, and they certainly don't want to have to chase up the payroll team because their pay has been miscalculated.

A hassle-free approach

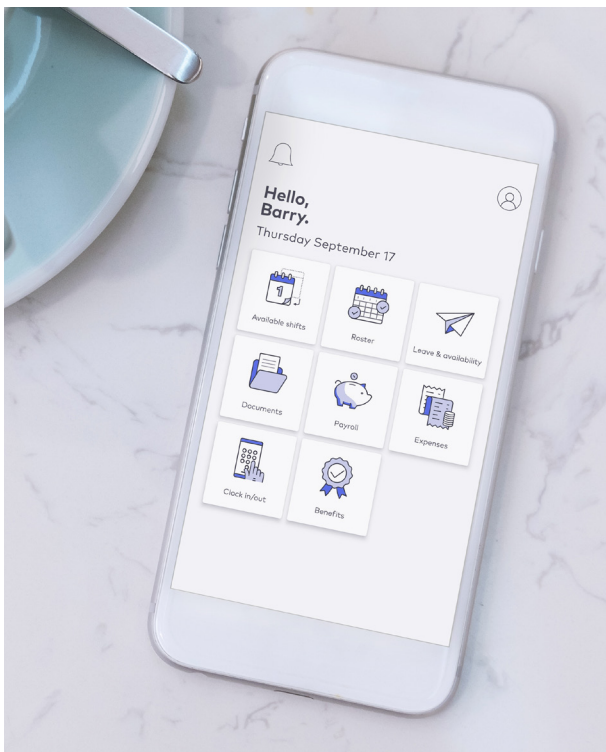
An effective time and attendance solution should not just make clocking in completely seamless for staff, it should make it easy for them to do everything from swapping shifts, to requesting leave, to viewing their payslips.

No more filling out paper forms or submitting requests to HR via email: they crave the convenience of having everything in one place.

User experience = employee experience

As consumer tech grows ever more slick, employees expect the same experience from the technology they use at work: fast, user-friendly and bug-free.

By considering the needs of your entire workforce and understanding what's important to them, you'll start to understand what system is right for your business.



Empower your team with a mobile app

Not all employees are desk-jockeys. In sectors where shift work is common – such as retail, hospitality or manufacturing – staff are constantly on their feet or moving between locations.

That's why a mobile app is a must; it gives your team the flexibility to manage their working lives, wherever they are. It's never been easier to check rosters, set availability, claim expenses and more.

A mobile app will also help maintain good hygiene and social distancing by allowing employees to clock in on their mobile phone.

One seamless system

Make your systems work for you

Working with multiple software platforms can be an ongoing challenge (and the costs can quickly add up too!).

Choosing your time and attendance software is a good time for a wider audit: why not look at which of your workforce management systems are no longer serving you, and whether these could be brought together to make your entire business more efficient.

Consider the benefits of an all-in-one

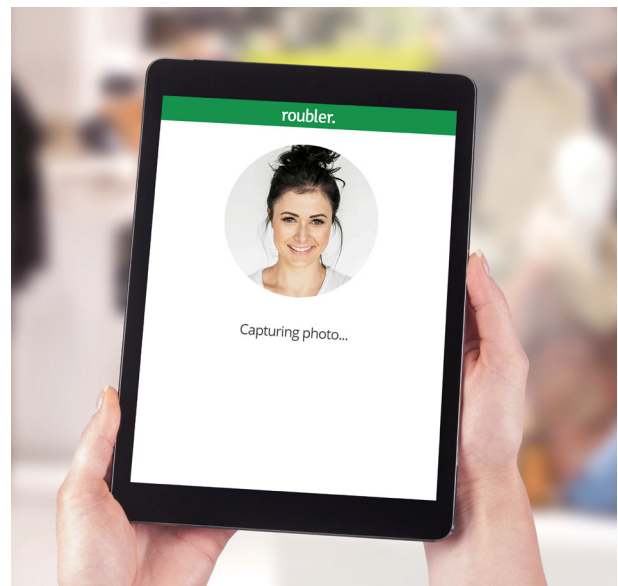
Having an all-in-one system is an attractive proposition, particularly when you're time poor and your resources are overstretched.

An effective solution will eliminate the need for laborious and often manual data transfer between platforms, maintain data security, and automatically sync when details change – for example if a new employee is added.

But be careful! Many systems that claim to have full integrations are actually an administrative nightmare – particularly if they've been bundled together from multiple legacy solutions and weren't designed to work together.

Of particular importance is the link between time and attendance and payroll – is it a full integration, or a clunky API?

Always check exactly how these systems interact and update, and make sure you get a demo to assess usability.



Why true SaaS is best

In recent years the software as a service (SaaS) model has increasingly become the preferred choice for businesses of all sizes.

Since they don't require on-premise installation, cloud-based SaaS systems like Roubler are quicker and cheaper to set up, and accessible anywhere, including on mobile devices.

Make sure you take into account whether a vendor is truly SaaS based when you're deciding which rostering and workforce management software is right for you.

A well-aligned partnership

When choosing time and attendance and workforce management software, it's not only the features of the software itself you need to take into account.

Implementing core operational software is to embark on a lasting partnership with the vendor, and you'll want to make sure it's a partnership that's well-aligned.

Industry and size matters

Many vendors will have designed their applications to suit specific industries, so be sure to understand if they address your specific business challenges, or if you're paying for features which aren't relevant.

It's not all about industry either; software designed to meet the needs of small or medium sized businesses may be different to those suited to enterprise customers.

You can get a good sense of a vendor's typical customers and whether these are a fit with your business through their website or speaking to their sales teams (use our checklist on the next page!).

Local knowledge

Opening up your search to vendors abroad will give you more choice and potentially access to cheaper options.

While it's not always necessary for a vendor to be based in the same region as your business, bear in mind that being local can have its advantages, particularly when it comes to compliance.

If a vendor is located outside your region, you'll need to be absolutely sure that they are abreast of the relevant workforce legislation, particularly in Australia where award interpretation is notoriously complex.

Local suppliers will also bill in your currency, which protects you from currency fluctuation and offer support in your language and timezone.

Training processes

In order to maximise the value you realise from your new system, it's important to empower your workforce to use it effectively, and this is where training comes in, be that self-serve or personalised.

Find out what training will be available, both at the onboarding stage, for new employees, and on an ad-hoc basis.

Personalised support

The level and quality of support – good or bad – will define your experience with a vendor.

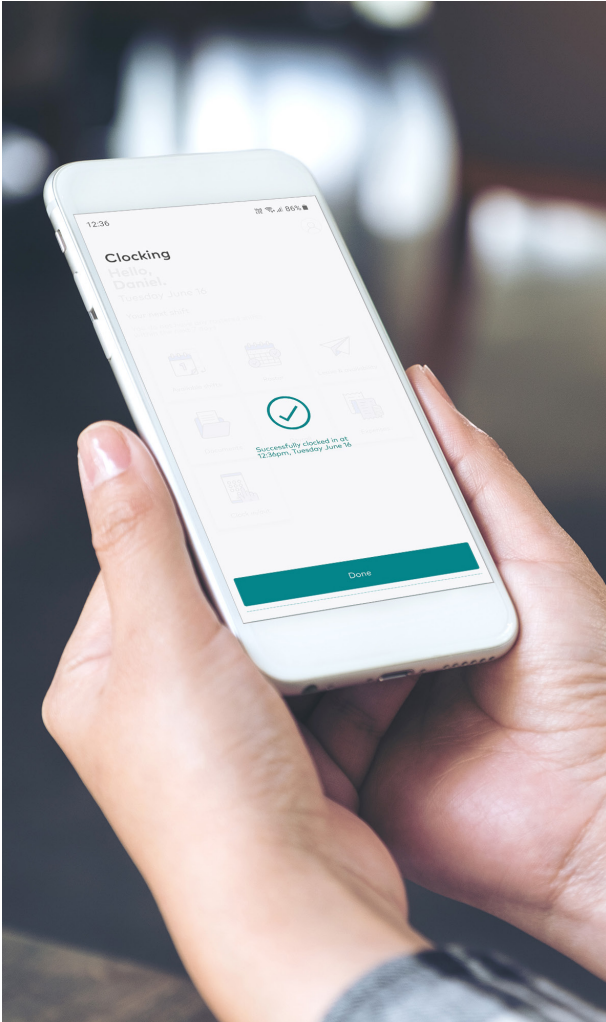
Check factors like; the hours their support team is available, the channels they cover (web chat, phone, email), and what the expected response time is.

Does this align with the needs of your team? If not, they may not be the right software provider for you.

Questions to take to your demo

Now that you know what to consider when choosing your time and attendance and workforce management software, here's a handy list of questions to take to your demo.

- How exactly would an employee use this software to clock in?
- Can employees clock in on their mobile phone? If so, what security measures are in place to ensure they can't clock in from home?
- Can employees clock in and out of their breaks, as well as their shifts?
- Is it possible to perform employee health checks as they clock in?
- What's the process for approving timesheets?
- What happens if employees work less or more than their rostered hours?
- If an employee makes a mistake clocking in or out, will the system alert managers?
- Are there auto-rounding rules I can set at an administrator level?
- Do you offer any kind of biometrics (i.e. facial verification) to ensure the correct employee is clocking in?
- How does the data get from the time and attendance system to payroll?
- Is the system an all-in-one or a standalone?
- Other than time and attendance, what other aspects of workforce management can the system support (such as onboarding, rostering, payroll, employee benefits)?
- What data (if any) would I have to input manually?
- Is it a true SaaS (cloud-based) system?
- How does the system support compliance with modern awards/relevant workforce legislation?
- Is my award interpretation built in as part of the implementation process?
- What reporting and analytics will I have access to?
- Is the pricing transparent and easy to understand?
- Are there any hidden costs?
- Will you hold me to a lock-in contract?
- Do you have an outsourced payroll service to make my life easier?
- What support is available (chat, email, phone)?
- What is the support in my timezone? Is someone instantly available or would I have to send an email and wait for a response?
- How long will it take for my system to get set up?
- Do you offer training?
- What other customers in my sector or of a similar size do you work with?
- How have other customers of yours used this software to make their processes more efficient?



Seamless workforce management

Roubler is Australia's leading cloud-based workforce management software.

We make managing your workforce simple, through smart, seamless software.

We'll help you to onboard, roster, manage and pay your staff from one cloud-based system, all the while ensuring compliance.

Thanks to our built-in time and attendance feature, our clients spend less time on manual processes, freeing them up to work more strategically.

Roubler is designed especially for shift-based teams, bringing all data together in one software package that employees love.

Say goodbye to messy integrations and multiple platforms, and hello to Roubler.

Sound good? We'd love to hear from you.

**Call us on 1300 833 137
or email info@roubler.com**



Onboard



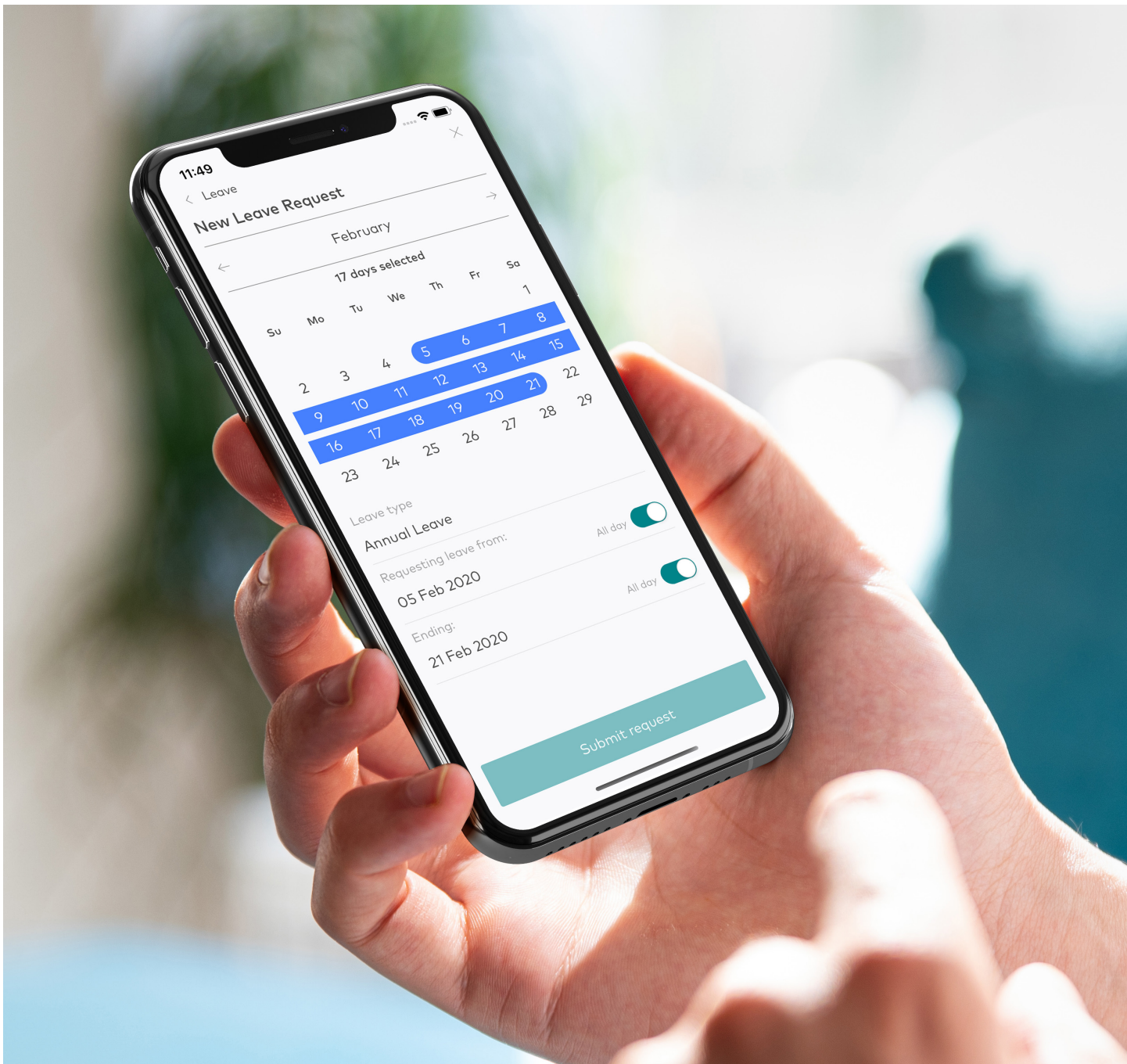
Roster



Manage



Pay



Find out more

Want to learn more about choosing the right time and attendance software for your business?

Call us on 1300 833 137
or email info@roubler.com

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