



Dortek opens the door to Softworks Time & Attendance Solutions

Case Study

For 50 years Dortek have specialised in providing door solutions to the world's leading pharmaceutical, nutritional, health and food companies. Dortek provide complete door solutions from design and manufacture to installation and service. Dortek are recognised throughout the markets they serve for their commitment to innovation, quality and customer care. Their clients value their specialist expertise to find the right solution for every project and every door and to deliver that solution on time and to budget. Dortek have produced and installed more than 200,000 door sets for clients in over 40 countries. They are the chosen supplier by 18 of the world's top 20 pharmaceutical companies, by 5 of the leading global nutritional companies and by 5 of the world's largest food companies, with offices and engineers based all over the world.

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Dortek approached Softworks to provide them with a system to assist them to automate the management of their employees' time, attendance, rosters, absences and holidays.

Prior to Softworks, Dortek were using a card system, where it was difficult to control and check timings for employees, so they still had a lot of manual processes in place. Their key requirements were as follows.

- **Automation** – They required an automated system to easily manage employee time, attendance and workforce rostering.
- **Absence Management** – They wanted a system to manage planned and unplanned absences and holidays.
- **Accuracy** – They wanted to ensure accurate collection of normal and overtime hours worked by employees for payroll and legislative compliance.

The Full Wish List

Dortek required a system that could do all of the following;

- Manage and track employee time and attendance and export to payroll.
- Track holidays and other leave including; maternity, paternity, and parental and sick leave.
- An automated system that was easy to use by managers and that would reduce time spent on manual tasks.
- Eliminate possible errors associated with manual adjustments linked with paper based time and attendance recording and rosters.

- Enable supervisors and managers to view, at a glance, total working hours and all current and future absences.
- Easily create employee schedules.
- Record employee personnel details.
- Track and record normal hours and overtime hours.
- Easily view which employees are on site and where they are working.
- Standardise workforce management policies and rules.

Choosing Softworks

Softworks along with other Workforce Management system providers were invited to demonstrate their solutions. Following Dortek's research, they selected Softworks based on the system meeting their key criteria.

They chose Softworks on premise solution with biometric clocking. They installed the following modules from the Softworks Suite;

- Time & Attendance with Biometric Clocking
- Absence Management & Holiday Tracking
- Roster Manager
- HR Manager

The benefits of Softworks modular approach is that Dortek has the ability to choose only the modules that they require right now; however they still have the ability to choose other modules at a later stage if required.

The Results

Dortek is very pleased with Softworks Solutions. By automating the management of time and attendance, Dortek are now able to ensure, the accurate collection of hours worked by employees, for payroll.

Furthermore, they have eliminated many of the previous manual processes. All of their key requirements of this project were successfully met. They now have a fully functioning automated system to manage employee time, attendance, absences and rosters.

According to Ken Barry, Production Manager in Dortek, the feedback from managers has been very positive in terms of the ease of using the system and how the system has reduced the time managers have to spend on manual processes and administrative tasks.

“ Everyone using Softworks is finding it easier to control their particular areas from clocking to controlling wages. ”

For Dortek, some of the most significant features of Softworks are:

- Payroll is now 100% accurate with employee's time and attendance fully automated.
- Previous paper based systems are now redundant and holidays, absences and rostering is fully automated.
- Reporting is now available from data captured, which is assisting management with planning and decision making.
- All hours are tracked and recorded ensuring Dortek are 100% compliant with Working Time Legislation.
- It's now much easier for managers to see who is in and where they are working.
- Employee details are now all saved within one system, making it much easier to create rosters and manage new starters/leavers.

- Wage hours are much easier to select, correct and pass for payment.
- Dortek now have full control over normal and overtime hours and are able to easily check and update, if mistakes were made in previous weeks.
- Running exports for payroll purposes is now easy, which effectively means that much less time is spent processing wages.

Finally Ken Barry had this to say about Dortek's level of satisfaction with Softworks Solutions;

“ Overall we are very happy with the Softworks system in full as it provides a much quicker and more accurate way of controlling everything from clock-in to wages pay out and storing Personnel information. We are now looking at one screen instead of trawling through pages of printed material. ”



ABOUT SOFTWORKS

Softworks helps companies streamline processes, increase productivity and reduce costs through improved management, scheduling and utilisation of labour resources. Softworks offer reliable, proven easy to use, intuitive solutions for Time & Attendance, Labour Scheduling/Rostering and Absence Management allowing both private and public organisations to better ensure compliance, reduce errors, eliminate redundancies and improve reporting – while promoting a safe, positive working environment for all employees.

For further information about Softworks solutions :

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or

Visit us : softworks.com