

CASE STUDY

West Midlands Police

Key facts of the installation

Organisation

West Midlands Police – West Bromwich Police Station

Business Sector

Public Sector

Number of employees

Approx. 100

Key Issue

By investing in Zeus 3rd Generation Time Management Software together with two electronic data capture terminals, West Bromwich Police Station is now able to accurately track both non-shift workers who work under a flexitime scheme as well as staff who work more traditional fixed shifts. Employees have become more self-reliant when clocking time, booking holidays, or querying the system – saving considerable administration time.

Products supplied

- Zeus 3rd Generation Time Management Software linked to two electronic data capture terminals

Benefits

- Smooth implementation
- Easily viewed information, for both management & staff
- Generate valuable reports including general attendance, overtime, flexitime, absence, holidays etc to ensure optimum productivity levels
- Operational 24 hours a day / 365 days a year
- Reduce overall operating costs
- Improve efficiency and control labour costs
- Promotes employee self-service

Solution Overview

West Midlands Police has successfully merged its existing time and attendance systems into one easy-to-manage system, which is capable of meeting the demands of a flexible workforce and those who work on a regular shift pattern. Autotime Solutions successfully installed Zeus 3rd Generation Time Management Software linked to two electronic data capture terminals within the specified time frame in order to cause minimal disruption.



“Our processes are much timelier and the management of staff and their attendance is a lot more efficient. Zeus 3rd Generation has been a very worthwhile investment overall.”

KAREN BIRD, WEST MIDLANDS POLICE



West Midlands Police

Autotime enjoy a long standing relationship with West Midlands Police, and have installed automated time and attendance systems across 29 sites for the force.

West Midlands Police is the Home Office police force responsible for policing the metropolitan county of West Midlands in England.

It is the second largest in the United Kingdom after London's Metropolitan Police. The force covers an area with nearly 2.6 million inhabitants, which includes the cities of Birmingham, Coventry, Wolverhampton and also the Black Country.

The force is made up of 8,385 police officers, supported by 4,033 police staff, 1,066 special constables and 262 police community support officers.

Customer Challenge

Time management is very important to West Midlands Police due to restrictions under the Working Time Directive – a collection of regulations concerning hours of work, designed to protect the health and safety of workers. Key features under the directive are the limiting of the maximum length of a working week to 48 hours in 7 days, and a minimum rest period of 11 hours in each 24 hours.

Essentially the time and attendance system had to monitor and control the flexible working hour scheme in practice at West Bromwich Police Station for non-shift staff, with the ability to produce absence statistics and other management enabling information. It also needed to be compatible with their corporate personnel and payroll systems, transferring information and updating other packages automatically.

For employees it was important that they could check how many hours they had worked in a certain period – which would allow them to calculate the flexitime they had accumulated.

The Business Solution

The new system allows various managers to view employee activity, record and review absences and holidays. It also gives the employees the freedom to check how many hours they have worked towards their flexi target or see how many holiday days they have left – the system displays exact +/- balances.

Various management reports on any of the data collected can easily be viewed using Zeus's powerful report generator. Staff at West Bromwich Police Station run off a report each week to show individuals their attendance during that designated period.



Recommendation

Since choosing Zeus 3rd Generation, West Bromwich Police Station has benefited from more detailed data collections, more streamlined processes and better clocking accuracy.

As the system processes data in real-time managers no longer have to rely on manual records and staff filling in timesheets, saving considerable administration time.

Karen Bird from West Midlands Police says: "The system does everything we required from it. I am particularly happy with the absence management function and the accuracy of the information we now have to hand. Our processes are much timelier and the management of staff and their attendance is a lot more efficient. Zeus 3rd Generation is very easy to use and has been a very worthwhile investment overall."

