

“Xora GPS TimeTrack® brings legitimacy to payroll data, confirms mileage with GPS and serves as a backup for audit purposes...

The way Xora has been proactive in making sure we were up and running was very positive.”

— Alan Morrison, Vice President, The C.I. Thornburg Co., Inc.

## The C.I. Thornburg Company, Inc.



### At-A-Glance

- ▶ ezLaborManager sped payroll processing and improved payroll accuracy
- ▶ Automated time sheet capture reduced the payroll process from an entire day to one or two hours per pay period
- ▶ Improved company sales pitches by including Xora to prove accountability
- ▶ Improved accountability of field staff

### Background

The C.I. Thornburg Co, Inc. is a family owned and operated water and wastewater solutions company based in Huntington, West Virginia. The company now includes six full service branches serving West Virginia, Kentucky, Tennessee and Southeast Ohio.

### Situation

With 35 technicians in the field, C.I. Thornburg was looking for a way to ensure the accuracy of time cards sent in from field employees. They were also looking to eliminate the large amount of time office workers spent manually entering the time

card information into ADP. Until now, field employees would either fax in manual time cards or call the office to report their hours when they arrived and left job sites. One office worker would spend an entire day collecting and entering the time and mileage data that was submitted from the field.

### Solution

C.I. Thornburg deployed the Xora GPS TimeTrack mobile workforce management solution, along with the ezLaborManager payroll solution from ADP. ezLaborManager proved to be an effective tool to help C.I. Thornburg speed payroll preparation, increase payroll accuracy, and improve compliance. Field employees use the GPS TimeTrack application on their phones to record when they start and end their shifts as well as odometer reading for mileage reporting. The GPS TimeTrack information is then transmitted seamlessly to the ADP ezLaborManager system. The application also captures the location of the phone at the time of each entry, thus ensuring time sheet accuracy.

### Results

C.I. Thornburg is now operating more efficiently in the office and in the field. By automating time sheet capture, payroll is not only more accurate, but is a quicker process overall. The process, which once took an entire day to complete, has been reduced to an hour or two per pay period. Eliminating such a large amount of time for a salaried employee has made a huge impact on the bottom line.

C.I. Thornburg has also used Xora as a helpful marketing tool. They captured an image of a location report and included it in sales pitches to prospective clients. This has impressed clients and shows them that C.I. Thornburg can verify hours worked.

The company has also improved customer service with the ability to quickly resolve customer disputes regarding service. For example, one customer called wondering when an employee was going to show up for a scheduled service call. A dispatcher was quickly able to locate the employee, who was actually already on site, and resolve the issue immediately.