

“ With Xora™, overtime has gone down because our PSRs are able to manage their time better - and I know we are saving on fleet fuel costs because we are able to keep better track of mileage on our fleet vehicles.”

— Kathy Petrovich, Operations Manager, Florida

At a Glance

- ▶ More efficient dispatching of field staff.
- ▶ Maximized productivity by enhancing accountability and better managing the scheduling process.
- ▶ Reduced overtime expenses through tamper-proof time collection.
- ▶ Reduced fuel consumption through improved vehicle routing.
- ▶ Audit trails and labor reporting in ADP® time and attendance solutions, has made compliance with wage and hour regulations easier to manage.

Background

Otto Bock of Minnesota is the industry's leading supplier of specialty rehabilitation products and services. Otto Bock has helped improve the lives of thousands of individuals with its wide range of prosthetic, orthotic, mobility and post-surgical products and services. Otto Bock was looking for a way to improve field worker time management and control overtime costs.

Business Challenge

Otto Bock is responsible for daily deliveries of a variety of rehabilitation equipment to patients pre- and post-surgery. Since patients can be discharged from the hospital at any-time of the day, Otto Bock's

Patient Service Reps (PSRs) are highly mobile and available around the clock. That being the case, time management was a major issue due to the high degree of complexity involved in coordinating daily equipment deliveries for thousands of patients 24 hours a day.

Furthermore, the company needed a better way of collecting timecard information from their PSRs, who were faxing in handwritten reports with errors on a weekly basis. Payroll processing was further complicated by PSRs that forgot to fax in their hours. In addition, different sales regions used different report formats - making data entry more onerous for the office staff.

Solution

To meet some of the challenges associated with managing a geographically diverse and broadly distributed equipment delivery operation, Otto Bock deployed Xora GPS TimeTrack™ on BlackBerry® devices, as well as ezLaborManager®, a web-based time and attendance solution from ADP®. Otto Bock selected BlackBerry® devices due to their superior ability to handle email. The large screen, full keyboard and “push” email capability provides Otto Bock with a superior platform for communicating with their field staff in real-time.

Otto Bock



Results

This integrated solution has improved a number of business processes for Otto Bock, especially around payroll. The software allows the PSRs to clock in for their shifts and jobs on GPS-enabled mobile phones, eliminating the need for paper timesheets and their associated challenges.

Back in the office, supervisors have access to Web-based maps and accurate business reports that show the locations and job activities of field staff throughout the day. The ADP solution handles the complex pay rules, and the automated payroll interface has significantly reduced the overall time required to run payroll. Furthermore, the ADP system allows managers to quickly review and approve timesheets, and has reduced payroll errors not only for Otto Bock's field-based workers, but also for their in-house staff as well.

With Xora and ADP, Otto Bock was able to maximize field worker productivity and tighten their equipment delivery, set-up, and pick-up schedules.

In addition, overtime costs have been dramatically reduced due to the tamper-proof nature of the Xora and ADP solution, as well as through the increased accountability it provides to the mobile workforce.

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