

# Case Study

John Ascuaga's Nugget ON-TIME Time and Attendance™ Install

Dates of Project: February, 2008 – April, 2008

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## The Challenge

Early in 2008, John Ascuaga's Nugget approached Keyology to replace its existing time and attendance (T&A) system with a new solution that provided precise control and cost savings over the company's largest monthly expense – employees. The Nugget also announced plans to install a new Human Capital Management (HR/PY) system that needed to interface with the T&A system.

## The Solution

Keyology's 20+ years of gaming and hospitality industry experience was a key reason why our company was selected to solve both business challenges. Keyology's ON-TIME Time and Attendance package (OTA) was selected for its intuitive, turnkey design, minimal maintenance requirements, and low installation and yearly maintenance fees. In addition, OTA was the only T&A package developed specifically for gaming and hospitality by experts in the industry.

Meticulous focus on all aspects of client service and communications is a core business objective for Keyology...and an essential component in meeting and exceeding a client's exacting requirements. For that very reason, Keyology built the entire OTA system to the requirements as set forth by various internal focus groups, on-site studies, testing, and continuous client communication in the initial phases of development. Clients included in these focus groups were John Ascuaga's Nugget, Harrah's and several other leaders in gaming. Since almost every need of the Nugget was met with our standard package, very little customization was required, and the choice was simple to make... OTA won the business.

## The Results

Following a highly orchestrated schedule of weekly on-site project meetings between Nugget personnel and the OTA development team, Keyology's ON-TIME Time and Attendance system was seamlessly integrated with the Infinium HR/PY system for an on-time delivery and go-live production date.

On-site training for over 300 managers and key personnel helped ensure a smooth transition when the systems were placed into production. Among the benefits mentioned by managers at the Nugget since go-live are:

- *The ability to review records in real time and make immediate corrections and approval has resulted in more accurate monitoring of employee time and overall capital management.*
- *Managers have access to records the moment an employee clocks out, resulting in more accurate communication between managers and employees.*
- *The system's ease-of-use at the clocks for employees (example: translation to an employee's preferred language following the swipe of a badge) creates fewer errors, requiring fewer corrections and less manual entry by managers. This necessitates less paperwork and allows for more time spent on managing the company. Paper time sheets have been eliminated.*
- *Audit trails are tied to each transaction, edit, and approval, helping to prevent "buddy punching".*
- *Simple distinction between Regular and Overtime in employee records gives managers and senior personnel the ability to easily determine where capital and labor can be more effectively distributed.*
- *Direct use of Infinium files eliminates duplication of data entry and updates; using the same platform as Infinium means that no additional servers are needed.*

## What They Said

*"With the state of the economy and the need to be more efficient overall, we have to find a way to evaluate and cut costs appropriately. The best opportunity for us now is to control labor. Your system [OTA] gives us every piece of valuable information that we need. Because of the accuracy of the data in OTA we can actually see trends, variances and measurements that show us where we can vastly improve – we did not have these tools available to us before OTA." – Senior Financial Analyst, John Ascuaga's Nugget*

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