3 WAYS TO GAIN COMPLETE CONTROL OF PRODUCTIVITY-RELATED ISSUES

Contractor Management Provides Insight into Attendance, Overtime, and Contractors

PROMETHEUS GROUP

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Introduction

Labor tracking and the day-to-day management of the workforce are inextricably intertwined, but many organizations choose to treat them as separate issues. All too often, this leads to a disconnect between work plans and execution.

Prometheus Contractor Management serves as an integrated workforce solution to enhance labor management. The solution gives you dynamic control of your workforce, enabling you to eliminate expensive errors, ensure compliance with your business rules, and provide accurate data about ongoing work in real-time, allowing you to realize the greatest impact from your analytics.

Organizations in oil and gas, power generation, nuclear, pharmaceuticals, mining and minerals, facilities management and other asset-intensive industries use Contractor Management to:

- Ensure accurate, transparent, and timely payments to contractors

- Track, validate, and approve internal labor and leave time

- Increase visibility of operations, thereby improving decision making for managers in the field

- Establish a comprehensive workforce strategy based on visibility, accuracy, and execution

This eBook details three proven methods to maximize the productivity of your maintenance teams.

Eliminate Manual Data Entry, Gain Detailed Time and Attendance Tracking

The non-renewable nature of time means that we must carefully monitor the time we have and ensure that it is spent wisely. An individual may find this a challenge. The task starts to seem insurmountable when we expand our viewpoint and look at tracking time across an organization of hundreds or thousands of people. For asset intensive organizations, where profitability is often directly tied to operations running at optimal capacity, a major concern is maintaining uptime and minimizing downtime. This is done by ensuring the productivity, efficiency, and strategic planning of maintenance work on an ongoing basis.

The Real Benefits of Time & Attendance Tracking

Disorganized labor data costs organizations millions of dollars every year. This is an avoidable loss, but preventing it typically requires a lot of manual labor. Even then, relatively simple changes can cause havoc when the message doesn't reach all stakeholders.

Contractor Management Time and Attendance from Prometheus Group integrates with your EAM, ERP, or CMMS to ensure that all data is always up to date and accessible. This ensures compliance, improves productivity, and streamlines labor operations.

Contractor Management also helps to ensure that all work is done by qualified personnel. Keeping track of which staff member has which qualifications is relatively simple if you only have a few maintenance personnel. The difficulty increases when you have dozens of staff members. The task is clearly impossible if you have hundreds of contractors for a planned shutdown, turnaround, or outage. Contractor Management simplifies this process by tracking all relevant certifications for each individual and crew.

By capturing all labor data and times at the source, Contractor Management eliminates duplicate manual data entry. This speeds up the data submission process tremendously, while greatly improving the overall quality of the data. The data is accurate and available immediately in Contractor Management, as well as your finance and HR systems, and your EAM, ERP, or CMMS for analytics.

Contractor Management also associates all the data captured with the appropriate cost objects or job plans. This allows you to easily view the information you really need, without requiring you to drill down excessively and lose sight of the overall view.

Case study:
Government Contracting

IAP Worldwide Services, Inc. provides global mission support for the Department of Defense and other U.S. government agencies, as well as commercial enterprise. To serve its government customers, IAP provides more than 6,000 full-time, on-site employees to handle everything from groundskeeping to technical engineering.

Much of IAP's work must be done under the rules governing the Defense Contract Audit Agency (DCAA). DCAA requires that labor be recorded by the person performing the work. If individuals work on multiple objectives, with multiple funding sources, they must break out their time accordingly. Managing this process using paper timesheets was very time-consuming and prone to error. Clearly, an electronic solution was needed.

IAP selected Contractor Management to streamline and automate these processes. The solution enables individuals performing work to record their own time and charge that time to the appropriate cost objectives. All labor data is mapped directly to IAP's system of record (IBM Maximo) and interfaces with HR and finance systems, eliminating duplicate manual data entry. Supervisors can now approve timesheets electronically, and IAP has saved tens of thousands of dollars annually that had previously been spent on resolving employee timesheet errors.

Assign Overtime Fairly with Data-Driven Insights

"Since long workdays lead to more errors, shorter workdays could reduce accidents. Overtime is deadly."

- Rutger Bregman, historian and author of "Utopia for Realists: How We Can Build the Ideal World."

Overtime may be required to meet goals and targets, and staff might riot if you tried to eliminate it completely. However, overtime has the potential to do real damage to employee health, equipment, and workforce morale. This danger makes effective overtime management a necessity. To achieve that, organizations should aim for this trifecta:

1) Safe and strategic overtime assignment and equalization: Assigning overtime has many of the same concerns as making usual maintenance assignments. The worker assigned must have relevant skills and be sufficiently rested and fit for duty. Contractor Management accomplishes this by allowing planners, schedulers, and supervisors to view the worker's certifications and training. The solution also provides a real-time evaluation of potential fatigue by pulling numerous data points, including hours worked during a shift, recovery time, consecutive days worked, work pattern, past and future work schedules, and more.

2) Fair, sensible overtime policies that comply with regulatory bodies: Overtime regulations are often set by labor unions, organizational policies, and government regulations. Ensuring (and documenting) compliance comes with its own set of challenges, and Contractor Management streamlines and automates much of the process. The easily configurable system within Contractor Management identifies workers by craft and overtime rank, ensuring that overtime assignments remain in compliance with regulations and that overtime is allocated fairly, thereby maintaining high employee morale.

3) Data-driven overtime reports that improve decision-making: Contractor Management also provides overtime usage data that shows you exactly how overtime was used in a particular period. This enables you to optimize your overtime strategy and ensure that all overtime booked is needed.

Case study:

Mining & Metals

A not-for-profit corporation that provides personnel to operate and maintain a coal-fired power plant was experiencing difficulty with the manual system they were using to determine worker availability for holdovers and callouts. The organization employs a total staff of 368 on the two coal-fired units, as well as a number of independent contractors.

The manual system provided the hours already worked, and they had a good overview of the skills possessed by each crew member, but the manual processes for booking overtime were causing delays and errors.

After extensive consultation with the developers behind the Contractor Management solution, the organization chose Prometheus Contractor Management to alleviate these issues. Under the previous manual system, sometimes the wrong worker was assigned by accident. In other cases, workers would change their mind but there was no way to update their availability.

These issues have since been eliminated thanks to the company's use of Prometheus Contractor Management to allocate and assign overtime hours. The solution provides an intuitive interface that allows users to compare overtime needs against staff availability, while ensuring compliance with all relevant regulations, including union, governmental, and organizational rules.

The productivity loss and errors associated with the manual system are now firmly in the past, and all overtime shifts are allocated in a fair and even-handed manner. This has had benefits in terms of both data accuracy and increased staff morale.
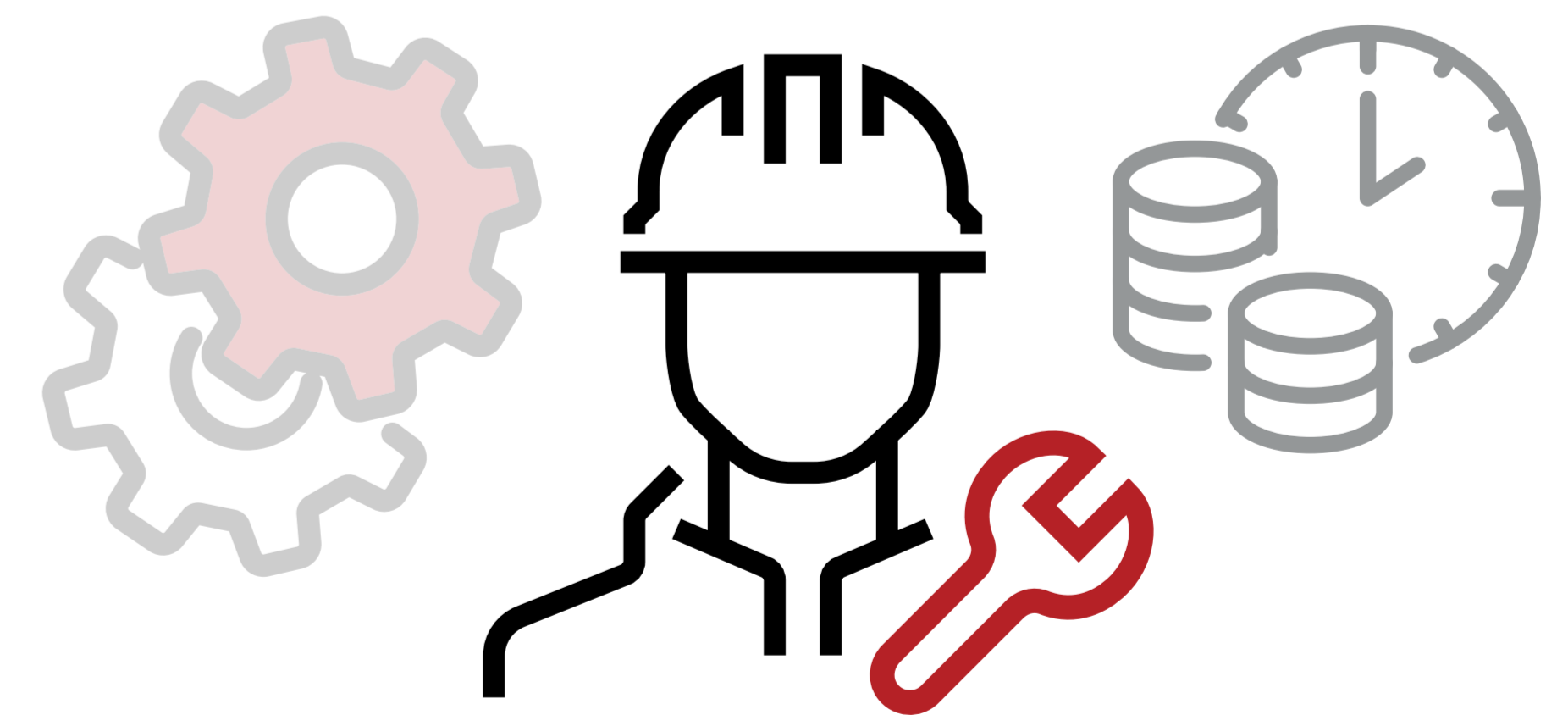
Ensure Accurate Contractor Data and Avoid Late Fees

Contractors can serve as a double-edged sword when it comes to maintenance and enterprise asset management. On one hand, they're often required to help boost day-to-day productivity in the maintenance department. Or they may provide much needed additional manpower for particular projects or timeframes, such as a planned shutdown, turnaround, or outage. On the other side of the equation, it's often difficult to have visibility of contractor work until days or weeks after it's completed. This means compliance with regulations and business rules is impossible to prove in real time. Making the problem worse, every contractor uses a different system for reporting and invoicing, requiring tremendous

manual effort to consolidate and analyze their numbers. The situation is complicated enough without the problems and delays that can arise from inaccurate pay rates and labor codes.

Contractor Management's Contractor Cost Tracking System (CCTS) overcomes these challenges with automation and configurable business rules that help to curb inconsistency and data entry errors.

Let's examine how contractor processes typically work. We will then show how Contractor Management eliminates a number of these steps, while simultaneously improving data quality and speed.
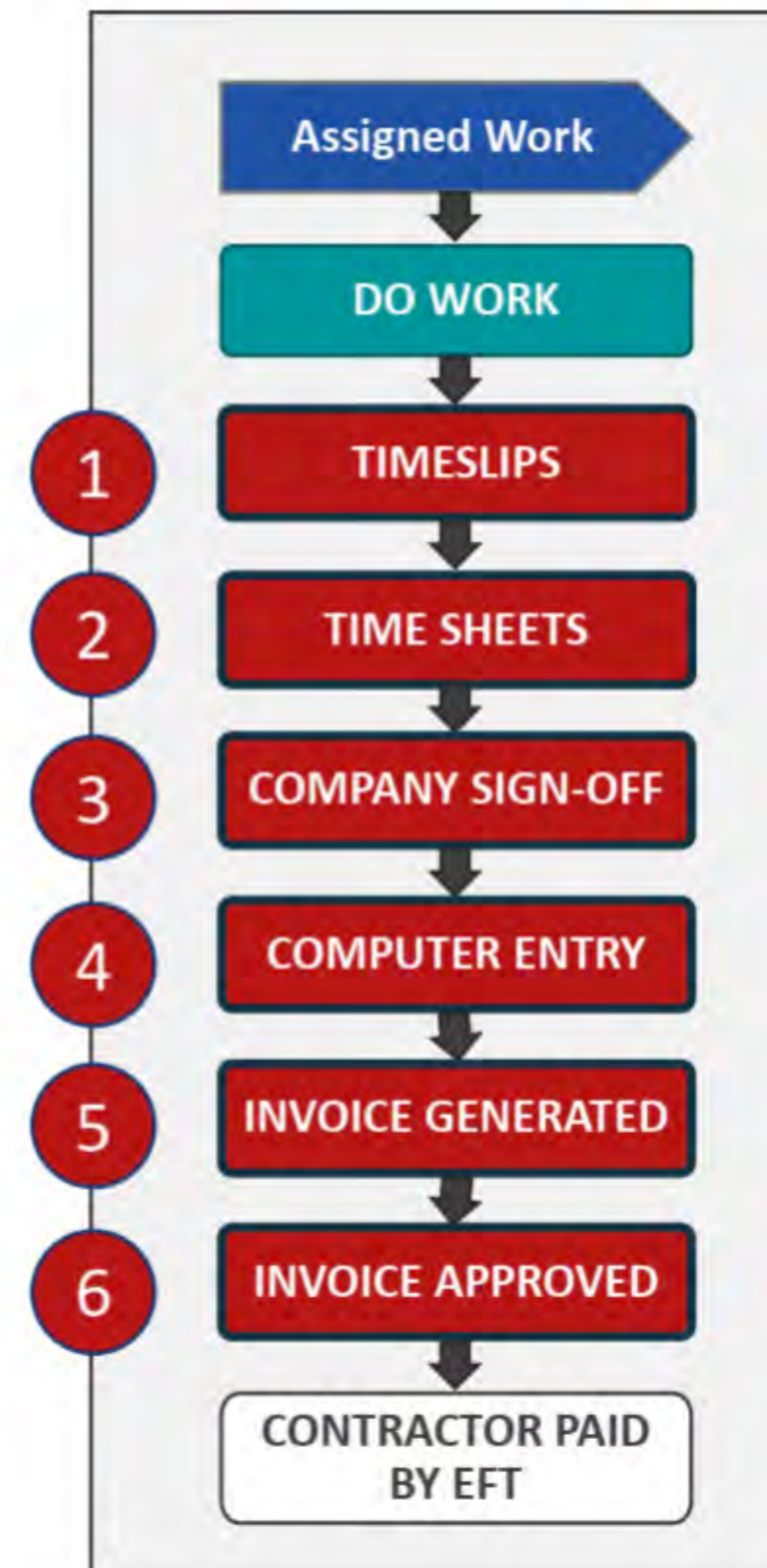
The Traditional Approach to Contractor Work

The graphic at right highlights the traditional steps most organizations use for managing contractors. This process is prone to data entry errors made by both the contractors and the organization. It's also tedious and time-consuming. It's common for the entire ordeal to take up to 21 days after the work has been completed. This time lag means that you don't have labor or budget information until as much as three weeks later! Even worse, that 21-day turnaround assumes that everything in the time sheets sent in by the contractor was accurate and followed your business rules. Any deviation from perfection will either cause further delays or result in incorrect information entered in your EAM, ERP, or CMMS. You may also end up paying late fees to the contractors, which is budget that could have been leveraged elsewhere.

The traditional approach is tedious and error-prone

21 Day Feedback

Assigned Work

DO WORK

1. **TIMESLIPS**
2. **TIME SHEETS**
3. **COMPANY SIGN-OFF**
4. **COMPUTER ENTRY**
5. **INVOICE GENERATED**
6. **INVOICE APPROVED**

CONTRACTOR PAID BY EFT

Power Up Your Contractor Tracking with Contractor Management

Contractor Management CCTS from Prometheus Group eliminates a number of these steps and simplifies the rest, as shown in the graphic on the next page.

- **Assign work:** Track all training and certifications for all employees and contractors in Contractor Management to easily see which crew has the required skills and make the best possible assignments quickly.

- **Record labor:** Contractors can record all their time and activity directly in CCTS, using the business rules and configuration set by your business. The figures are therefore always accurate, and the system validates them without any manual work required.
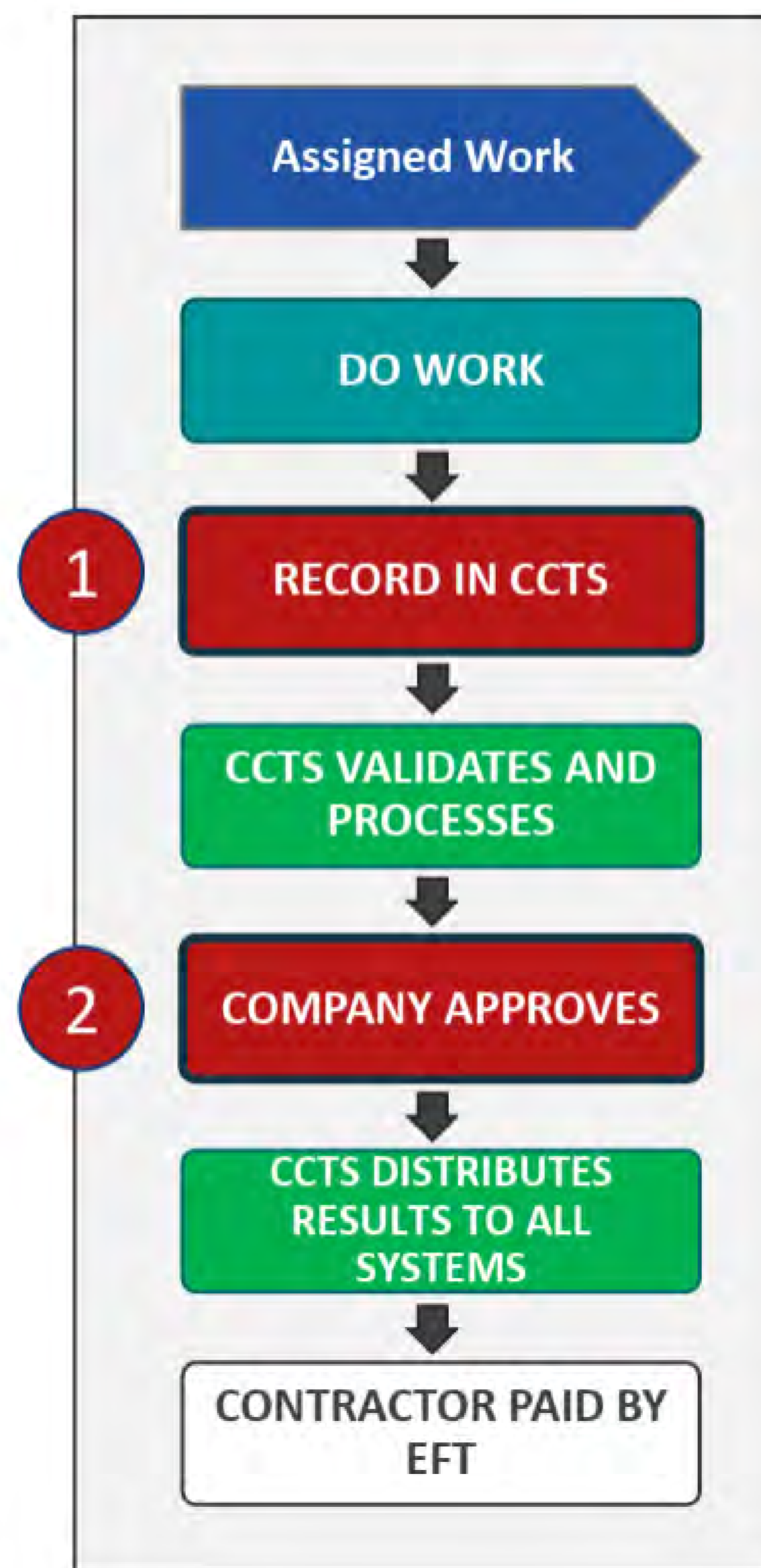
- **Review and approve expenses:** An authorized person in your organization can then approve the expense in minutes. Once the expense is approved, Contractor Management CCTS distributes the results to all systems, including finance and your system of record.

- **Analyze:** Contractor Management CCTS also shows exactly how expenses are charged, either by cost object, asset, or crew.

The number of steps required is reduced substantially, but it's the savings in time that is most impressive. From an average 21 days and possibly riddled with errors to virtually error-free in just one day! Contractors are paid on time, avoiding late fees, and the information gathered is accurate, validated, and immediately available for analysis.

Contractor Management CCTS presents information on a need-to-know basis by role, with

CCTS eliminates unnecessary steps and ensures higher data quality

1 Day Feedback

Assigned Work

DO WORK

1 **RECORD IN CCTS**

CCTS VALIDATES AND PROCESSES

2 **COMPANY APPROVES**

CCTS DISTRIBUTES RESULTS TO ALL SYSTEMS

CONTRACTOR PAID BY EFT

all settings configurable by your organization. Contractors can only view the data that you have determined is pertinent to them, such as their time sheets. These roles can also be configured for staff. For example, you may want to restrict the view of a data entry clerk so they only see what's necessary to fulfill their duties, while a user with full administrator privileges can view everything.

As data is entered, it's validated in real time by a rules engine that's configured exactly to your policies and any other required rules, such as collective bargaining or labor regulations.

Complete Visibility

All data should be stored in your EAM, ERP, or CMMS. However, finding that information can be daunting, and making mass changes is often impossible. Drilling down into your system of record for one crew often means that you lose visibility on the others.

Contractor Management CCTS provides full visibility. You can set pay rates, adjust master data, enter labor times, and view complete historical data, all from within the intuitive Contractor Management CCTS interface. Data in your system of record remains up to date thanks to Contractor Management's seamless integration capabilities.

The solution can capture data directly from your time clock or access control system.

This information can then be applied directly to a cost object or purchase order.

Contractor Management CCTS makes it easy for contractors to enter accurate information. The solution can even be configured to match the headings a particular contractor uses on their own timesheets, ensuring all critical information is included and validated.

The solution further streamlines the process by enabling automatic entries. For example, say you have a 30-minute safety meeting every Friday morning, and you intend to run this in perpetuity. You can set this up once, and make it applicable to every individual, crew, or across the entire site.

Case study:

Electric Utility

Headquartered in Akron, Ohio, FirstEnergy is an electric utility with 10 subsidiaries serving six million customers across seven states. These power generation subsidiaries produce more than 16,000 MW, with distribution lines spanning roughly 194,000 miles.

FirstEnergy uses Contractor Management CCTS at two dozen electric generation plants in Ohio, Pennsylvania, and New Jersey. The company uses the solution to track external contractor labor, material, rental equipment, and third-party purchases using pre-negotiated rate schedules.

The company has realized a number of benefits from the implementation, including the elimination of paper invoices that previously required hours of verification. Contractors are paid faster, and disputed charges no longer hold up an entire invoice. This has allowed FirstEnergy to save up to 2 percent of contractor payables by meeting the payment terms.

Conclusion

Prometheus Contractor Management is a complete solution for control and insight into worker productivity. Specifically designed for the needs of enterprise asset management, the solution seamlessly integrates with your EAM, ERP, or CMMS, as well as other modules in the Prometheus Platform, including Prometheus STO Manager and Prometheus Planning & Scheduling.

The solution manages worker safety and productivity, increasing your ability to keep your maintenance projects on-track and within budget. In addition, Contractor Management reduces data collection costs and increases accuracy in a number of ways, including mobile data collection. You can easily configure the display screens and business rules engine to suit the needs of your organization.

Learn more about Prometheus Contractor Management, and how we can help your oganization today:

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