



McCall Associates relies on AirClic for improved labor-tracking and payroll

Premium catering firm uses AirClic Solution to manage waitstaff and crews at large events

[The Company] McCall Associates, a leading San Francisco Bay Area firm providing upscale catering services for hundreds of events annually.

[The Challenge] Improve its paper-based employee time tracking process

[The Solution] The AirClic solution for Nextel phones, enabling employees to in scan in and scan out at an event site and transmit this information directly into a payroll database.

[The Results] The AirClic-Nextel combination of mobile business process automation enables McCall Associates to communicate more efficiently and streamline paperwork.

When you're one of the San Francisco Bay Area's most highly sought caterers—managing receptions for celebrity brides and international political figures—your favorable reputation spreads quickly. For nearly two decades, McCall Associates has catered hundreds of events for thousands of people. And, while the catering business rightly continues to emphasize the art of fine cuisine, impeccable service, and elegant entertaining, forward-thinking companies like McCall Associates see wireless solutions as essential to efficiently running their business. That's because whether it's a black-tie banquet or an informal reception it's often the behind-the-scenes logistics, labor, and other processes that spell the difference between success and failure.



With as many as 10 events taking place simultaneously around the Bay Area, it's crucial to know where your staff is and to communicate with them in real-time. That's why McCall Associates turned to AirClic and Nextel for help automating its mobile time-tracking process for its hundreds of mobile workers. Taking advantage of this sophisticated wireless solution, McCall Associates is now able to track and manage resources with greater confidence.

Improving a time-consuming, error-filled process

Previously, waitstaff arriving at McCall events—who are often temporary or contract workers—would sign in with a McCall associate who would write their arrival times next to their names on a printed sheet. After the function was over, the payroll department would manually enter these times from the sheet into a database. With waitstaff crews ranging anywhere from two to 200 people, this process was both time consuming and error-prone, and therefore costly to the company.





Using AirClic's innovative mobile business processing technology and scanning devices coupled to Nextel phones, McCall Associates was able to implement a dramatically improved solution for tracking its workforce. AirClic's powerful, complete, low-risk, low-cost solution wirelessly captures, tracks, and reports on the business-critical field information.

Using a proprietary database program McCall's payroll department assigns each employee a unique barcode. At the catering function, an AirClic scanner attached to Nextel's i88s phone enables managers to scan the barcodes of employees arriving to the function, transmit that data to AirClic's secured network, then download it into McCall's database program for use by the payroll department.

"The AirClic and Nextel combination has helped McCall Associates save on operating costs by seamlessly directing timesheet information into the payroll system without manual intervention," said Stephen Denison, president of McCall Associates. "This means that a payroll administrator no longer needs to spend countless hours entering information into the billing system. Also, by allowing employees to sign in at one location and sign out at another location, we are able to save on employee travel time."

McCall also uses AirClic fixed-location scanners at its kitchen and warehouse. These devices also wirelessly transmit data directly to the payroll system. These employees can use either the stationary scanners or be checked out directly from the event site with the i88 phones equipped with an AirClic scanning attachment. This saves up to an hour of travel time for employees since they do not have to return to the kitchen to check out.

McCall Associates is realizing significant return on investment in these two solutions by reducing the time and costs associated with manually entering and collecting time sheets. Accuracy in employee arrival and departure times ensures that employees are paid accurately for the number of hours worked. The company can also quickly calculate labor costs for every event as soon as the event is complete.

Says Denison, "This solution has freed up our resources and enabled us to focus on the business at hand, the art of catering."



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