



CUSTOMER SUCCESS STORY

**CUSTOMER**

LOGICARE® Corporation

**INDUSTRY**

Software company offering automated solutions to hospitals and emergency departments across the U.S.

**LOCATION**

Eau Claire, Wisconsin

**Number of Locations**

One

**SYSTEM**

Sage TimeSheet

## Hospital Software Company Improves Resource Planning

LOGICARE has been developing software for emergency departments and hospitals for 15 years. Extending to 500+ hospitals across the U.S., its software systems offer automated solutions for creating personalized patient discharge instructions, providing real-time patient flow management within emergency departments, and managing data for retrospective reporting.

To continue developing and maintaining successful software products, LOGICARE recognized the importance of viewing and analyzing how employees in all departments spend their time. The company also needed to improve the accuracy of timesheet data and automate its manual collection process.

In early 2001, the company began searching for an affordable, easy-to-use solution that provided the data views needed to successfully predict future resource needs. After a five-month vendor search and evaluation period, LOGICARE selected Sage TimeSheet, a project-based time and activity tracking system.

**In Search of Actuals**

As a small company with about 50 employees, departments frequently help in other areas when needed. When implementing a new project focus and development process in early 2000, LOGICARE found it increasingly important to get an accurate picture of employee time allocation. “We wanted to see the actuals—not just time spent on specific projects, but how all employee time was divided,” said LOGICARE Project Consultant Cheryl Habesland.

LOGICARE put together a team of people representing each department to narrow the field to three vendors and test each package. Habesland commented, “We chose Sage TimeSheet because it’s affordable, easy to use, and integrates with Microsoft Project. We knew our employees would be able to use the system with little training, and it offered us the possibility of achieving a quick return on investment.”

**CHALLENGE**

Find affordable, easy-to-use time tracking system that provides an accurate view of how employee time is spent.

**SOLUTION**

Sage TimeSheet, a project oriented time- and activity-tracking system for workgroups of any size; ideal for electronically assigning projects to employees, then gathering data for time spent on each task.

**RESULTS**

Gained ability to record and track project, department, and product actuals; increased data accuracy by eliminating manual timesheets; improved resource planning with company-wide time recording data collection.



Your business in mind.

*"Sage TimeSheet has helped us eliminate inaccurate, time-consuming manual processes, improve data accuracy and achieve our goal of tracking actuals of employee time by project, department and product."*

—Tom Thelen  
CEO  
LOGICARE

## ABOUT SAGE SOFTWARE

Sage Software has been responding to the needs, challenges, and dreams of small and mid-sized businesses for over 25 years. With a complete range of business management solutions and services, Sage Software helps companies improve customer relationships, reduce costs, and automate and integrate a variety of operational activities. Its solutions support the specialty needs of a broad scope of industry segments, including manufacturing, distribution, construction, real estate, nonprofit, and professional services.



## Automation Saves Time and Ensures Accuracy

Prior to implementing Sage TimeSheet, LOGICARE utilized a paper-based time tracking system. "Our employees had to manually fill out timesheets. Then, we had to schedule resources to enter that data into a spreadsheet. Our error rate was high," remarked Habesland. "With Sage TimeSheet, employees now enter their time directly into the system. So, we can trust the numbers to be accurate—plus we've saved the time and expense of data entry."

The solution also enables LOGICARE to accurately track employee time on a weekly basis—a feat Habesland credits to the software's ease of use, individualized training and weekly follow-up. "Sage TimeSheet is so straightforward and easy to use, and we have had great feedback from our employees. It increased the submission rate immediately after implementation, and today we rarely have a missing timesheet."

## Organized Time Tracking Offers New Possibilities

When LOGICARE rolled out the system, managers customized the task and component fields to suit their needs. "For projects, we use a standard structure of projects, phases and tasks so resources can become accustomed to the structure, and record their time in the proper areas. For example, LOGICARE typically has five to 10 projects occurring at any given time. After selecting the correct project, we drill down to the project phase, and finally, to the task level. Some of the task descriptions are very detailed to reflect product development tasks," explained Habesland.

Currently, LOGICARE is capturing data in Sage TimeSheet to be used for future reporting and analysis. Habesland remarked, "By tracking projects in such a detailed manner, we hope to eventually improve project estimating, so we can more efficiently schedule employee time and prepare for future project requirements."

The company is also planning to use the data in other ways. "By tracking department time information, we can correctly predict hiring needs. Additionally, we plan to break out actuals by product so we can use the information for product pricing."

## Investment Pays Off

LOGICARE's senior management team has been pleased with the results to date. CEO Tom Thelen stated, "Sage TimeSheet has helped us eliminate inaccurate, time-consuming manual processes, improve data accuracy and achieve our goal of tracking actuals of employee time by project, department and product."

With an easier way to record and monitor timesheet information, LOGICARE has improved resource planning and is looking forward to further reducing its operating costs.