



Case Study: Coolcare

Coolcare are a care home management software provider. Part of the award-winning care home development group, LNT, the business provides care home management tools that are not only used within the group's own business activities, but through the entire industry.

The business has over 30 years' experience within the care home industry, their success based upon their people, specialist expertise and deep understanding of the market. Coolcare4, the latest iteration of their care home management software provides great value, specialist, and user-friendly management tool to hundreds of care homes across the UK.



Requirement

Time and Attendance (T&A) is a core feature of the Coolcare4 care home management tool. Punctuality can be a big issue within the care home market and is typically one of the main drivers for the automation of time and attendance processes.

Maintaining efficient processes is also of upmost importance to the industry. **Vincent Kinderis, Financial Controller at Coolcare comments,** "Paying your staff correctly is the quickest way to protect your cash flow. CoolCare4's time tracking software for care homes allows businesses to compare hours worked to budgets set; amend clocking-in data; add extra hours and view any changes to your care home payroll. One of the key data inputs is our clocking hardware, so it is vital that we can provide our clients with access to reliable, real-time clocking information"

Coolcare were looking for a portfolio of robust and reliable time clocks that could link reliably to their care home management software. Enabling real time communication, the clocks needed to record the start and finish time of each worker and capture the data that would enable Coolcare to provide accurate time reporting for the streamlining and support of efficient time tracking and payroll processes.

Coolcare required a future-proof and scalable hardware solution, turning to employee time clock specialists TouchStar ATC.

As a designer and manufacturer of time and attendance hardware, TouchStar were able to recommend a number of clocking devices from their in-house hardware portfolio. The robust Nohmad and TS2020 clocks were selected as providing the best fit for Coolcare's requirements. Utilising proximity and iButton reader technology, the devices provided Coolcare with access to a secure and efficient method of capturing employee clocking activity.



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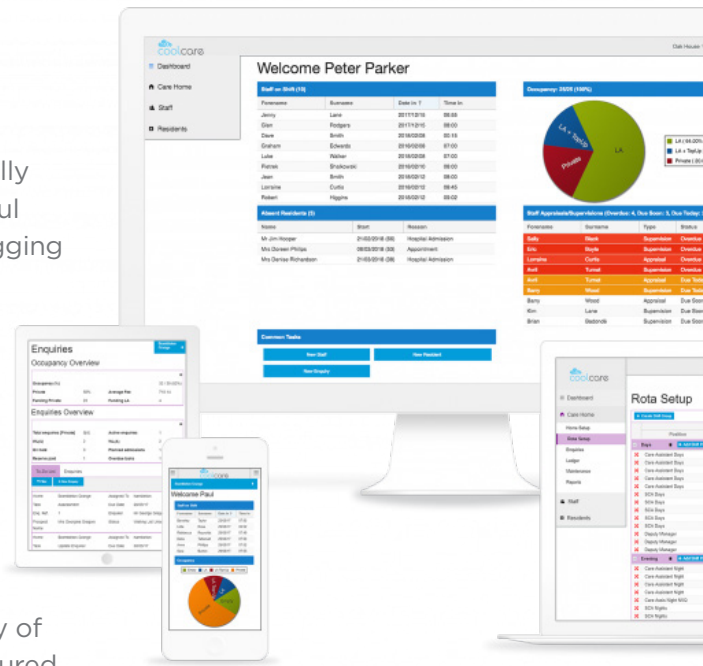
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Solution

Direct integration with Coolcare4's T&A module was successfully achieved with TouchStar's employee time clocks. The successful outcome gives Coolcare's customers real time visibility and logging of staff hours.

The devices were a perfect fit for the care home industry. Contactless clocking meant that care home staff could safely clock in without having to touch any surface. This was of particular importance when it came to infection control, ensuring compliance with the Government's health and safety guidance on COVID-19.

The SIM based Nohmad device also offered Coolcare the ability to capture time clock information offline. The availability of a mobile phone connection meant that data could still be captured even when hard-wired or wifi networks were not available.



Results and Benefits

Since the integration of TouchStar's time clocks, Coolcare have access to the realtime data that not only facilitates accurate reporting but together with Coolcare4, highlights any areas for process and efficiency improvements.

Vincent continues, "Through CoolCare4 you can monitor and manage the hours worked by staff members in the home, thanks in part to the live information from TouchStar's clocking-in machines. That equated to a reduction of 335,000 hours of potentially overpaid hours and a lot less time spent by users having to manually check all entries!"

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