EPRO SCHEDULER CASE STUDY

Cherry Hill Fire Department- Cherry Hill, NJ

Some time ago, Cherry Hill FD scheduling was done on excel spreadsheets and paper, which were sent out each month by email with updates manually entered as necessary. Time keeping was tracked on a paper sign in sheet and was collected on a weekly basis. We needed a product that would produce real time scheduling and up-to-date schedule information for our employees. Also, we were looking for a system with better record keeping processes, accountability of hours worked, and over time management.

We had a couple of top priorities when searching for an employee scheduling system. The ease of being web based, the real time schedule changes, and to make it easier on the supervisors who are creating the schedules and filling the open shifts. Secondly, we needed the ability to pull reports and see if we are within the overtime budget while maintaining a consistent and fair schedule. We chose ePro Scheduler because of the customer service and friendliness of the staff, the ease of the system, the fact that the company was willing to help create a database to work for us, and the price was right!

We have been using ePro Scheduler since 2007. ePro has freed up some man hours within the department- our employees benefit from texts or emails about upcoming open shifts or sudden schedule changes and shift pickup needs. The employees can go to shift pick-ups and apply for the open shifts. The supervisors are not tied up making as many calls trying to fill the schedule and it gives the supervisors and employees the ease of accessing the schedule and time off from anywhere with an internet connection. It has allowed for us to pull reports that we used to do by manual input and it also helps us keep our overtime budget on target. While we pay per person, the amount of man hours has decreased allowing for other projects to be completed and time management is easily tracked and controlled.

We have quite a few favorite qualities about the ePro Scheduler Plus products. The fact that eCore Software Inc. provides constant upgrades based on customer requests, ePro is web

based, and the software is easy to use and teach to our employees. We also benefit from the fact that we can adjust certain accesses to certain groups- access to features is entirely customizable to fit each of our user group needs.