



# How a leading Package Systems Manufacturer got a grip on labor costs

## Intro

What do universities, data centers and hotels have in common? They all need highly-customized heating, ventilation and cooling systems to help maintain an optimum temperature and keep occupants (human and machines) happy. That's where **CHC Hydronics** steps in. Headquartered in Hayward, California, CHC is a leading provider of plumbing, mechanical and HVAC equipment to commercial buildings and project engineers across North America. Operating two factories and partnering with over 100 contractors, the company designs and supplies these custom-built systems to fit within each client's unique space and needs.

## Challenges

With dozens of shop floor workers and field service technicians spread across hundreds of active manufacturing and field service projects at the same time, it is important for CHC Hydronics to understand how much time and labor it spends on each client, and on each product line.

To that end, the company has always used a time-tracking solution to help them keep track of how much time employees were spending on different tasks and projects. Before they implemented PK4 TimeTracker, CHC was using another third-party solution for labor tracking in their production plants. However, this solution presented several limitations in scope and use cases, and challenges:

**Lack of features:** It only had limited features and functions, and lacked the in-depth capabilities for CHC to be able to sort and analyze their time data across different dimensions (e.g. by manufacturer, product line, or salesperson).

**Inflexible deployment:** The prior solution only allowed them to track in-house factory labor. It could not accommodate time tracking for remote field service technicians, who needed to use manual timesheets to track their time spent on each servicing project.

**Poor integration:** CHC needed a modern solution that was aligned with their new cloud-based ERP solution, but their prior solution did not integrate with their Salesforce-based ERP system, FinancialForce.

This prompted CHC to look for an alternative solution that could meet its evolving needs for time tracking.

## Solution

In 2019, CHC Hydronics implemented PK4's Time Tracker as an upgrade to replace their prior solution.

## Results

### Integration with Financial Force

With both Financial Force and the PK4 TimeTracker being on the Salesforce platform, CHC was able to integrate the two platforms easily. All the shop floor workers' time was directly integrated with Production Orders on Financial Force. The service technicians' time was integrated with Sales Orders in Financial Force. In both cases, when a Project is completed on the Time Tracker, a labor line is added to include the cost. Thus enabling CHC Hydro to have a very accurate picture of the labor costs both on Production Orders and Sales Orders.

### Improved Time Tracking Convenience and Accuracy

PK4 TimeTracker allowed CHC to integrate time tracking across two different groups of employees, unifying time tracking for both shop floor workers and field service technicians for the first time.

With versatility in deployment formats, CHC was able to deploy the time tracking app to end users in a format that best suited them: for shop floor workers, this meant clocking in and out via a stationary iPad kiosk on the factory floor, whereas field technicians could track their time spent on each assignment with a convenient mobile app.



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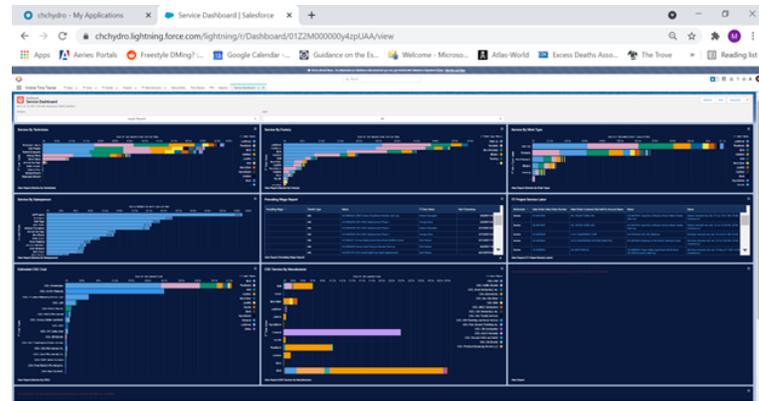
Whereas shop floor workers were already used to these time tracking procedures, field technicians reported much greater convenience with the elimination of manual time sheets which they had to submit daily, as well as improved accuracy now that they could check in and out of projects on the spot. For CHC Hydronics, accuracy was of utmost importance, as they needed to make sure they were compliant with California's Prevailing Wage labor regulations.

### Ease of Integration, Data Reporting And Analysis

Secondly, the ease of integration of the Time Tracker with Salesforce and FinancialForce also enabled data automation and more robust, in-depth reporting. Combining factory production data and sales data from their ERP system with time reports from Time Tracker, CHC could now create dashboards and reports allowing them to track labor across several different dimensions - by project or client, product line, technician, etc.

These insights into their labor expenses proved useful not only for internal decision making - it also gave the company leverage for negotiating with business partners and clients. In particular, they could share detailed reports on time spent on projects and servicing to negotiate for better terms and rates.

Overall, the feedback from employees and the IT team has been very positive. Patrick Hamilton, IT Manager at CHC Hydronics highlighted the partnership and support as particularly outstanding: "PK4 worked closely with us to design a solution to fit our needs. [...] The support we receive from PK4 has always been top notch, and any issues we face are always quickly resolved!"



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