



Committed to the Client and Their Team Members

In December of 2021 a catastrophic outage of a leading Time & Attendance solution threatened to cause a major disruption to payroll at Baptist Health in Montgomery, Alabama.

AMN Healthcare, the provider of Smart Square® scheduling solution, stepped in to provide an immediate solution – at no cost – saving hundreds of manual hours and ensuring team members received uninterrupted pay checks over the holidays and into late February 2022, until the vendor finally resolved the outage.

CHALLENGE

A two month-plus outage of a major vendor's Time & Attendance solution beginning in December 2021 was poised to result in the manual processing of punch data, ultimately delaying payroll for hundreds of team members.

SOLUTION

In matter of days, we implemented a solution utilizing schedule data to provide an automated process of running the punch file against the payroll generator to produce an incentive file, ensuring payroll was on time and accurate over the holidays and beyond.

OUTCOME

The solution saved hundreds of hours of manual work and was responsible for preventing a situation that would have resulted in stress and financial hardship, avoiding a devastating blow to morale and the good faith of the organization.

Success Metrics

**6 CONSECUTIVE
PAY PERIODS**

processed without punch data

**240
HOURS SAVED**

through an automated solution

**7,000
SHIFTS PAID**

accurately

**100%
ON TIME**

payroll for hundreds of team members