



PILKINGTON

Pilkington Australia Ltd - Case Study for Time and Attendance

Glass manufacturer Pilkington (Australia) Ltd has found time clocks, manufactured by Synel and installed by SME Solutions, have delivered much more than it expected when it installed them 18 months ago. The clocks have improved the information available to the company by providing real time, centralised data, allowing better employee management and simplifying administration.

25 clocks at 9 sites throughout Australia

The company uses 25 SY-760 TCP/IP clocks at 9 sites throughout Australia, across a national WAN with SME Solutions logo employee badge service

Pilkington wanted a centralised time clock system to replace the different machines at its sites in Victoria, New South Wales, Queensland and Western Australia. The company employs 1600 people in Australia, of which just under 1200 are on the shop floor, mostly covered by six industrial awards and 27 enterprise bargaining agreements.

"We have everything," says HRIS and payroll services manager Vikki Noble when explaining the complexity of the business.

Glass manufacture is a round-the-clock operation and the clocks needed to be sturdy enough to withstand workplaces that can be very dusty. Pilkington also needed them to interface with its SAP payroll system. Noble says she was looking for accuracy, reliability and service. "The Synel clocks offered by SME and the level of service stood out a mile," she says. "The clocks were good looking, robust and very functional."

Noble says the shop floor staff are happier with the clocks because the display is large and easy to read and the machines have a short swipe. When the Pilkington team were evaluating clocks they found some were complex, needing to be swiped different ways if employees were starting or leaving work or having a very long swipe that meant the employee had to ensure they ran the card right through properly. Vikki Noble says the Synel clocks are simple to use and beep so employees know if the swipe has been successful. In 18 months of

using the (25 – 30) clocks around Pilkington's sites, she says there have been few problems for employees.

One of the key benefits of centralised control has been the improved quality of information available to the company. Pilkington polls the clocks every 15 minutes but can also do it manually. "We wanted real time information," says Noble. "This helps to manage employees better. If you go straight on the system and see if someone is here or not you can contact them directly. It helps control absenteeism because you can identify regular offenders or your late comers. It is very good for trends analysis."

IT interface is often fraught but Noble says the interface with SAP went smoothly and the clocks and SAP talk to each other very well. "It is very much a case of the two of them working together."

Pilkington previously had a variety of time clocks at its sites, meaning there were different maintenance and repair requirements and head office relied on operators at the workplaces to make changes manually. With a centralised, synchronised system, the clocks enable one file to be uploaded into SAP around the country at the same time, rather than at every site. When adjustments such as for daylight saving are needed, it can be done once from head office in Victoria, but adjustments can still be made locally, for instance if an employee clocks on early to have breakfast on site before starting their shift. Noble says the clocks cope easily with contractors coming onto the site, who are often at work before they have been set up in the administration system.

She has found the Synel system is very low maintenance and the program is easy to use. She also appreciates SME, Synel's Australian distributor, informing her of upgrades and sending a note when the system is due for an annual check up.

Pilkington management is now looking at using the clocks for access to its sites.

"The system has provided more than we thought," says Vikki Noble. "We didn't realise we could use the clocks for access control and we have been very pleasantly surprised at how little support is required from our end. It is not a high maintenance product, which means we can get on with running the business rather than worrying about if the clocks work. It makes things easy because it just happens."

About Pilkington

Pilkington is one of the world's largest manufacturers of glass and glazing products for building, automotive and related technical markets. Pilkington is a world wide SAP user, with 1400 employees in Australia. SAP interface written and customised by Australian and New Zealand Synel distributor SME Solutions Pty Ltd
Reference <http://www.pilkington.com.au>

About Synel

Synel Industries Ltd. designs and manufactures hardware and software solutions for Time & Attendance, Access and Shop Floor Control. Synel applies biometric fingerprint verification technology to all of these fields, from reporting and processing attendance data of the employees in the organization, access control and job costing, to complex application for large organizations.

Synel's products are distributed through a network of distributors in over 30 countries world wide, and the Company has subsidiaries in the United Kingdom, France and Sweden, and front offices in Canada, the US and China. www.synel.com