TOUCH DYNAMIC
IMPROVING TOUCH TECHNOLOGY

**TMx and Touch Dynamic Partner
to Help Stop a Restaurant's
Labor Management Chaos**

INDUSTRY: Restaurant

OBJECTIVE

- To help resolve workforce management challenges

INSTALLATION

- 12" Saturn AIO
- TMx Software

RESULTS

- Better visibility into labor scheduling
- Elimination of buddy punching
- Gained the ability to track overtime
- Automatic manager alert if an employee clocks in late or too early

"We had a number of employees who worked at different restaurant locations in the same week, which made overtime tracking that much difficult to manage."

TMx

Café Metro — EAT WELL. LIVE WELL.

The Challenge: *Upgrade Inadequate Labor Management System*

A 23-location restaurant group implemented a networked, biometric-based labor management solution to solve its employee scheduling and overtime tracking challenges.

You might recognize the name Café Metro if you're familiar with the show, The Celebrity Apprentice, which featured the 23-location fast casual restaurant group earlier this season. Based in New York City, the restaurant is operated by S.T. Management Group and has been in business since 1982.

Even though Café Metro is no stranger to social and media success, like so many other hospitality businesses, it was plagued with an inadequate labor management system. Using traditional time clocks, each employee inserted a time card at the start and end of their shift as well as during lunch breaks. At the end of the week, a store manager at each of the 23 locations submitted the time cards to the payroll department at the restaurant's headquarters.

"We had several challenges we needed to fix," recalls Steve Tenedios, owner of the S.T. Management Group. "We had a number of employees who worked at different restaurant locations in the same week, which made overtime tracking that much more difficult to manage. Also, we had a difficult time with some employees punching in before their scheduled start times, and we had no good way to prevent buddy punching."

Networked, Biometric Time Keeping To the Rescue

To help resolve its workforce management challenges, Café Metro turned to TimeManagement Corporation. Based in Minneapolis, Minnesota, TimeManagement is a privately held company dedicated to the mission of providing enterprise-wide software and complete service solutions to streamline today's workforce management environments for hospitality and food service operators.

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The Solution: Implement an Enterprise Wide Point of Sale Solution

In 1984, TimeManagement invented the world's first software driven workforce management technology for food service operators, called TMx. In 2002, TMx became the first Web-based enterprise-level labor management solution for food service operators.

After evaluating Café Metro's business challenges, Jeff Imm, Vice President of Operations, Sales and Marketing at TimeManagement knew that TMx was the right solution. "TMx includes performance-based scheduling, dynamic labor forecasting, embedded workflows for human resources, employee self-service, multiple time capture solutions and seamless integration to numerous POS, PMS (property management system), inventory, and payroll systems," says Imm.

At the heart of the TMx system that TimeManagement customized for Café Metro is a Touch Dynamic 12" Saturn AIO all-in-one touch terminal with an integrated credit card reader and Digital Persona biometric reader. Each of the 23 restaurants was outfitted with a Saturn AIO, and each hourly employee was set up in the system over a four-week period.

Now, rather than punching a time clock, hourly employees log their work times directly into a Touch Dynamic terminal with biometric reader, and the data is immediately visible to managers as well as the payroll department at headquarters.

"The solution from TMx and Touch Dynamic gives us much better visibility into our labor scheduling," says S.T. Management Group's Tenedios. "Not only have we eliminated buddy punching and gained the ability to easily track overtime, we can also see when an employee is getting close to overtime, and we can schedule someone else who is below the overtime threshold for the week." One additional benefit of the labor scheduling solution is that it quickly and automatically matches employees' scheduled work times with the time they actually clock in, and it can automatically alert a manager if an employee clocks in late or too early.

The restaurant managers at S.T. Management group quip that the next time Café Metro finds itself in the media spotlight, its new Touch Dynamic labor management system just might steal the show.