

# Case Study

TeleStaff  
Scheduling and Notification Solutions

## Solutions Used

- TeleStaff

## Key Benefits

- Automates scheduling
- Speeds scheduling communications
- Supports client-specific configuration
- Improves operation efficiency
- Increases staffing accuracy
- Ensures compliance
- Controls labor costs
- Promotes employee satisfaction
- Integrates with 3rd party systems



## Profile

Plano Fire Rescue  
Plano, Texas

308 Sworn and Civilian Employees  
79 Square miles of service area

PDSI offers easy demonstrations of TeleStaff on the Web, call 800.850.7374 to request yours today.

To learn more about TeleStaff, please visit [www.telestaff.com](http://www.telestaff.com).



**TeleStaff**<sup>™</sup>  
STAFFED AND READY

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# Plano Fire Rescue integrates TeleStaff with payroll solution

This Lone Star State shines bright with increased productivity and a reduced error-rate

## The Challenge

In the late 1990s, Plano was becoming one of the fastest growing cities in Texas, and the U.S. Meticulous city planning and development, as well as the positive attitude of the local business community, led many companies, professionals and executives to begin moving to Plano. Fueled by this expansion, the Fire Rescue department experienced its own growth spurt, and quickly realized it needed new staff scheduling and management technology that could keep up with the growth. The in-house system they were using was dated, difficult to support and would not be capable of handling the department's needs in light of the recent and forecasted growth.

Of high priority for the department was streamlining the payroll process through automation. They wanted a system that could keep track of work hours, leave time and work codes. And ultimately have the ability to pass this staffing data to its Peoplesoft® payroll system in the City's accounting department. The payroll process had been taking excessive work hours to complete by various employees who were dedicated to researching, collecting and calculating staffing hours and data. And since this was a manual process, it was labor-intensive and prone to errors. Additionally, the department wanted reporting capabilities to analyze department-wide staffing, scheduling and payroll data, and was looking to eliminate its hard calendar staffing procedures.

## The Solution

**Plano Fire Rescue selected PDSI's TeleStaff to not only automate and streamline the department's payroll process, but provide a feature-rich scheduling management solution that could support its fast-paced growth.**

**"At the time we purchased TeleStaff, it was the only program with its capabilities. Since then, we have seen other systems and still firmly believe that we purchased the right product."**

Kevin Haines

TeleStaff Coordinator, Plano Fire Rescue

Plano Fire Rescue with the help of a TeleStaff configuration team, created 70 work codes in TeleStaff which they assign to employee work hours. For each pay period, TeleStaff creates a report containing final pay hours and work codes which it then passes to the City's payroll system. This new, streamlined process eliminates duplicate data entry by accounting personnel, saves the department and City numerous work hours historically dedicated to this task, has sharply reduced the error-rate associated with calculating hours and tracking work codes, and reduced the size of the accounting department by two staff members. As a result, Plano Fire Rescue has increased productivity, reduced operational costs and decreased the hours spent on payroll tasks. TeleStaff also maintains all leave and payroll records for reporting purposes providing Plano with powerful tools to monitor department-wide staffing, scheduling and employee information.

Additionally, the hard calendar staffing process has been eliminated. Employees are now scheduled in TeleStaff on a dynamic daily roster that displays the day's exact staffing at any point in time, and once data is entered into the system, it is instantly available. Plano employees are able to log-on to TeleStaff themselves and perform certain staffing tasks and obtain information which reduces the workload for the department. Conducting all staff scheduling within TeleStaff allows for information to be input, stored and shared among administrators, divisions and managers so that every step, change or action is recorded in TeleStaff. Greater accountability, flexibility and better record keeping have been the achieved outcome.