



## FIRST MORTGAGE

SELECTS *NOVAtime* AS THEIR WORKFORCE **MANAGEMENT SOLUTION**



**F**irst Mortgage Corporation is an independent residential Mortgage Banking corporation. For 30 years, the Company has specialized in making residential mortgage loans for the purchase of homes or the refinance of existing home loans.

Since 1975 First Mortgage Corporation has been serving the Western United States, with retail branch offices throughout California and Nevada.

The First Mortgage workforce management research team was made up of Ken Malinak, Sr.VP of IS, Tammy Russ, VP of HR, and Sandra Zuniga, Payroll Co-ed. Janic Hewis, HR Assistant, Daisy Ramirez, of Pacific Time Systems an authorized NOVAtime Business Partner, was the project leader for NOVAtime. Daisy remarked, that after being selected over two other competitors, they had a major cloud that hung over their heads from the sales cycle through the implementation. It seems that a year earlier First Mortgage had purchased and installed a workforce system that had as Ken said “Failed Miserably,” so understandably they approached NOVAtime with a *PROVE IT TO ME* attitude. Indeed their first experience had been so bad they went back to doing their payroll manually. Daisy said she knew she was making headway when one day one of the research group said “WOW! It does exactly what you said it does.”

**“WE LOVE IT! IT’S  
A GREAT SYSTEM.”**

When First Mortgage Corporation decided that the honor system they were using, was not giving recognition to the employees who followed the company’s time and attendance rules, it also failed to identify the employees who ignored them. And with 18 offices across California and Nevada, they realized something had to be done to control and monitor the situation from the corporate office.

When the decision was made to look into the possibility of instituting some kind of a workforce management system, Tammy Russ, Vice President of Human Resources, worked within the research group to come up with a list of concerns, problems, and types of things the system would have to address. This was then presented to NOVAtime as a wish list that had to be met. One of their first requirements was all their offices had to be controlled through a centralized system located at corporate head office. Next the system had to integrate seamlessly to their present payroll system

eliminating completely any double entry of information. They also had to have reporting capability to allow their supervisors to better manage their staff. Furthermore, it was important that they didn't spend money on features that they didn't need. In addition, whatever system they selected, it would have to be easy to use and easy to train users on its use, while being sophisticated enough to answer all their special needs. This was important as there is a corporate culture shock experienced by the staff whenever any kind of monitoring system is installed, and staff acceptance was a major concern. "It doesn't matter how good your system is, if there is a long or demanding learning curve associated with it, thus making acceptance of the system by the staff difficult". Lastly, but just as important as the rest of their requirements, was the system must save First Mortgage Corporation money.

**"CONGRATULATIONS,  
YOU PASSED  
THE EMPLOYEE  
PARKING LOT TEST"**

With this as the selection criteria First Mortgage narrowed their selection down to three front-runners, and after further in depth study, NOVAtime was selected as the best solution for their needs. Tammy said a major reason in the selection of NOVAtime was that the NOVAtime system is modular allowing the customer to participate in designing their system to fit their unique needs, this way they got exactly what they needed. "We didn't have to pay for bells and whistles we didn't need, plus NOVAtime is very user friendly". The IT department loved the fact that any changes and updates to the system were made just once at the head office without having to talk to personnel in the branch offices. The other thing they liked was NOVAtime's support, "The system is only as good as it's support and the other company's support proved to be an unmitigated disaster." When they had been using the system for a while Tammy was asked if she thought the investment paid off. "Absolutely – It has made my job easier by being able to download information. Easier to track, especially in branches where we cannot directly monitor employees, and we save \$\$\$ payroll wise." Tammy related a funny story as to how she knew the system was saving First Mortgage money, it seems that at the end of the first week of the system being fully operational, she got a phone call from the payroll department, saying that with five minutes to go until quitting time the employee parking lot was still full, something that had never been the case in past Fridays when using the honor system. So as Tammy said "Congratulations, you passed the parking lot test". One other thing Tammy felt was worth mentioning, companies should be on the lookout for managers who are against change, even good change, and don't want to involve themselves in cooperating with the implementation. Tammy was happy to say in her case, thanks to NOVAtime, everything went very smooth and trouble free. When asked what statement sums up your feelings regarding the NOVAtime system, Tammy said, **"We love it! It's a Great System."**



**Tammy Russ VP of HR**