

Providence Performing Arts Center

Managing a Cast of Characters to Support a Broad Set of Events



The Providence Performing Arts Center, a 3,200-seat theater and concert hall, hosts touring Broadway shows, concerts, and other large-scale happenings. Its lavish interior contains painted frescoes, art deco chandeliers, bronze moldings, and marble floors. The Theatre, originally opened in 1928 as a Loews Movie Palace, is now listed on the National Register of Historic Places. After nearly being demolished in the seventies, the building has undergone multiple renovations throughout the years, including the backstage expansion project and the restoration of the Grand Lobby and Arcade. The Providence Performing Arts Center is a world-class facility and is host to more than 215 events per year including Broadway touring shows, plays, contemporary acts, concerts, and much more.

In order to support the numerous events, the PPAC retains more than 400 employees, including a salaried workforce to manage the day-to-day business to hourly staff that support the events, including the box office, concessions, stagehands, and aisle captains.

It is fitting that this historic theater that brings a cultural experience to Providence and its surrounding communities would turn to ADI Time™, a major provider of time and attendance solutions located in East Providence, to help them manage their time and attendance requirements. Implementing ADI Time has helped the Providence Performing Arts Center meet its strategic objectives and enabled it to realize some pretty impressive benefits.

Manual Time & Attendance Challenges

Keith J. Labrecque, Senior Accountant at PPAC describes the challenges this historical landmark once faced. "We used to process all the hourly employees' time and attendance information with a mostly manual approach," he says. "We collected labor data using punch clocks, and then we processed this information by hand."

Keith explains the problems of such an approach. "It took a long time for our managers to collect, review, and process employee data. It would take four people 6-8 man-hours to manually calculate the time cards and key the information into the accounting software. The cost of this much time added to the cost of mistakes created by humans processing this much detailed information is much too high for a business like ours to absorb. Depending on the events of the week, the demands on our human resource personnel were incredibly time-consuming." Even worse, this manual process did nothing to provide the information needed to create the varying schedules in support of a constantly changing event line-up. The Providence Performing Arts Center decided it was time for a change.

"ADI Time is an excellent time and attendance system. Its ease of use, value for price and excellent, responsive support staff are what makes it great for us"

Keith J. Labrecque, Senior Accountant

Enter ADI Time, Stage Right

Providence Performing Arts Center chose the ADI Time solution to help them automate time and attendance for their hourly employees supporting their

many events. ADI Time collects all the necessary information and automatically enters it into their accounting software, ACCPAC, which then feeds their payroll process. They now can ready the information required for payroll in 30 minutes per week, and overall savings of 5 hours.

Eliminating the manual process was just the beginning of the usefulness of ADI Time to PPAC. ADI Time has a scheduling feature that helps PPAC plan their workforce requirements for any event that will be happening in any given week. This enables them to take into account time off requests so that they are not left with too few workers to support the demands of the attendees.

ADI Time also supports a robust reporting capability that enables PPAC to track labor expenses against the various events, helping them determine resource and other requirements for future similar events. PPAC managers can now review employee time on-line in order to ascertain exceptions to the schedule, hours worked outside of the schedule, and time allocated against the events. According to Keith, "ADI Time is an excellent time and attendance system. Its ease of use, value for price and excellent, responsive support staff are what makes it great for us. The wealth of information that we can obtain from the system is awe-inspiring. The timesavings have been enormous, but the product's success cannot only be measured in dollars. The happy supervisors who are able to get vital payroll information themselves, such as labor reports or employee time reports, make my life much less hectic."

About PPAC

The Providence Performing Arts Center is located at 220 Weybosset Street, Providence, RI 02903. They can be reached at 401.421.2997 or on the Web at www.ppacri.org.

About ADI Time

ADI Time is a complete time and attendance solution designed for a wide variety of workforce management needs. Our systems offer reliable, innovative features that easily integrate with popular human resource, financial management and payroll software. Our labor management solutions address the most complex workforce challenges in the most labor-intensive industries, resulting in tangible savings and improved productivity.

We devote all our resources to the development of products and services that respond specifically to the needs of each customer. Our commitment to serve our customers as a true business partner remains as strong as ever. For more information about ADI Time, contact us at 401.438.5500 or visit us at www.aditime.com.