



One of the Ultimate Employers' in Hospitality



BIGHORN Golf Club (BGC) is a superior golf community located in Palm Desert, California. BGC started with the Mountain Course in 1992 and expanded development with the Canyon Course in 2000. Thus, growth from an 18 hole golf course to a 36 hole golf course, two club houses, a spa, and a tennis club. In addition to this BIGHORN will be adding its' own fine dining restaurant in the fall of 2006.

Their golf community has homes that range from \$2M to \$10M. In anticipation of this growth Norma Castaneda, human resource director hired Employee Management Solutions a consulting firm specializing in labor control for the hospitality industry. Ellie M. Warther, system consultant for Employee Management Solutions and former controller in the hospitality industry acted as the project manager. The scope of the project was a three (3) clock system with two (2) users on a peer-to-peer network. Due to BIGHORN's 100% growth factor and more sophisticated needs they have upgraded their technology to a SQL based application running on Microsoft 2003 Server enhanced with web services (Microsoft's .net technology). Despite the growth BIGHORN still is able to handle the needs of additional employees with the same staff. The .net technology has allowed for supervisor to edit their employee's timesheets and reduce the burden of administration to the IS Department. The new scope, web services, fifteen (15) users, and eight (8) Ethernet clocks. **The result:** labor control and labor distribution, documentation, supervisor management, import/export of data, and real time automated tasking.

Direct Benefit: value added teamwork and management and profitability of the company as a whole.

"We love the ease of use, the flexibility to grow and adapt to our needs" ... "As well as the service and expertise we have receive over the years."

Norma Castaneda, human resource director believes that the success is three (3) fold, the product, the implementation, and the support. There are many products out there today and one has to be very careful of what they are getting or is what your getting a good sell job. On the other hand ... you could chose a great product with poor implementation. **The result:** a not so great product.

Here is where that ugly saying shows up, **"penny wise and pound foolish"**. **NOVAtime** and *Ellie M. Warther* has always been there to anticipate, implement, and service our needs. It is the product, experience, and knowledge that makes the difference. BIGHORN Golf Club has gained savings on payroll dollars because of its' implementation of policy and procedure, more efficient method of managing employees, management review of their employee records, and the time savings to our human resource department through the **NOVAtime** Workforce Management System.

Additionally, the on-going implementation, support, and consultation provided to us by *Ellie M. Warther, CFP of Employee Management Solutions, LLC* with her knowledge in the hospitality industry. Our team, Dale Walker, IS Department, Yolo Castro, and myself Norma Castaneda, Human Resources would like to thank the **NOVAtime** team and **Ms. Warther** for our success.

"Upgrading to the NOVAtime Enterprise Edition (SQL version) provided speed and performance beyond our expectations."



Norma Castaneda, Director of Human Resources.