



“Implementing the SumTotal Work solution has enabled us to better manage our workforce, reduce costs and empower city employees to be more productive.”

Tom Spencer, Systems Project Administrator, High Point

Business Challenge

Located at the center of North Carolina’s Piedmont Triad region, High Point is a thriving city of more than 102,000 residents. The city provides a wide range of services and employs a diverse workforce that ranges from 1,300 to 1,500 individuals.

High Point had managed its workforce via a legacy mainframe based system, which included a mix of manual and automated solutions that were developed in-house to address time and attendance requirements. Due to complex business rules and labor policies the solution was heavily customized, with limited ability to provide an accurate view of workforce needs. It also lacked the decision support tools and metrics needed to quickly change schedules and rosters for employee groups.

How SumTotal® Helped

High Point selected SumTotal Work: Time & Attendance (cloud) because of the solution’s ability to deliver dynamic scheduling capabilities and absence management while ensuring payroll accuracy for workforce operations. In addition, the fully integrated applications for time and labor management, employee scheduling and leave management ensured payroll accuracy and enabled High Point to reduce internal costs and meet external government regulations.

Key Metrics

Effective and proactive management of the complex Family and Medical Leave Act (FMLA) requirements

Improved the administration of overall employee leave programs.

Audit trail pertaining to military leave

About City of High Point

North Carolina’s City of High Point is committed to providing the highest caliber of services to its residents. Known as the “International City” and the “Furniture Capital of the World” the city has a large and diversified workforce and recognizes its responsibility to continually make process improvements. High Point provides a wide range of services, including fire, police, 911 communications, parks and recreation, water treatment and distribution, wastewater collection and treatment, and sanitation to its 102,000 residents. While many municipalities operate water and wastewater treatment facilities, High Point also operates its own electric utility.

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