



Electronic Commerce, Inc.
Solutions in Human Resource Information

Headquarters: Cincinnati, Ohio

Employees: 800+

Primary Business: Property development, management and construction.

HR Technology Challenge: Seamless integration with G/L accounts for each business entity, including labor distribution.

Client Profile:

Towne Properties started in 1961 with a commitment to develop only the finest properties featuring the best locations, outstanding designs, quality construction and unmatched management. Towne's first challenge was to lead the renaissance of Cincinnati's Mt. Adams neighborhood. The successes on "The Hill" were soon applied to the creation of award-winning apartment and condominium communities and office and retail space.

Based in Cincinnati, Ohio, Towne Properties services locations throughout the Tri-state and offers client services in property management, turnkey construction, land acquisition and development, and construction.

Throughout its diverse history, Towne has never lost sight of its original philosophy: a Master Developer that carefully follows every step of the development process from concept through design, construction and long term management. As its employee base has grown to over 800, Towne continues to be proud of creating truly "Great Places to Live, Work, Shop and Play®" and earning the undisputed title of the region's "Most Honored Developer".

TOWNE PROPERTIES Automates Payroll & Accounting Controls with ECI Empower



Towne Properties' Corporate Headquarters, "the Monastery", in Cincinnati, Ohio.

The Challenges:

After undergoing 3 HRIS & Payroll conversions in less than 15 years, Towne Properties had very specific requirements in selecting a provider that could meet their needs. They spent an "extraordinary" amount of time meeting and discussing what they were looking for with major service vendors only to find that none could successfully accommodate their unique requirements.

The management of Towne's Human Resource Management Systems (HRMS) needed to integrate seamlessly with their G/L accounts for each entity. Labor distribution was calculated through a burden percentage formula for each business entity and pay group. One of the main goals for their new system was a payroll interface file containing earnings paid plus the burden percentage calculated and charged to each entity and the appropriate G/L account.

Additional goals of the new system included:

- Ability to run accumulated labor distributions for any period of time, by entity, associate or G/L account number.
- Tracking and calculation of vacation, personal/sick and emergency personal/sick hours for full-time associates.

- 401k match calculations and production of an export file for their third-party administrator.
- Ability to identify employees by type and calculation of benefits based on their designation.
- A dedicated Customer Service team who was familiar with their unique needs and could answer questions efficiently.
- Payroll tax filing for multiple state and local jurisdictions.

The Solution:

Towne Properties selected ECI's Empower product not only because of the extensive product features, but also due to the fact that ECI offered a more customized approach to the implementation process to meet the client's needs. ECI established an individual project manager and a conversion staff early in the process, and provided a detailed implementation plan setting expectations for both Towne Properties and ECI stakeholders.

"ECI never ceases to amaze me with their dedication to service and client satisfaction. Our knowledgeable client service specialists handle all questions promptly and professionally."

- Marcie Davis, Assistant Controller, Towne Properties

Empower

*Empower Yourself.
Simplify your business.*

The superior vision of the product's technology and functionality allows Towne Properties to continue to grow and accomplish further expansion, integrating seamlessly into the Empower solution. After experience with other top selling HRMS solutions in the industry, a group of senior managers determined that with Empower, ECI provided the full suite of products, customization, and service – backed by timely delivery.

Burdens and "The Proof":

One of the hurdles that other service providers had not been able to overcome was the burden percentage that Towne Properties uses to calculate charges for employee labor to each property. To be certain that ECI's Empower solution could meet this need, ECI's project manager conducted 3 weeks of research and testing of the system before an on-site proof of concept with Towne Properties managers and stakeholders. This additional step ensured that the ECI solution would completely meet the client's requirements.

On Time, On Target Implementation and Support:

Towne Properties went live with Empower in November of 2008 just three months after choosing ECI. ECI demonstrated customization that met the unique needs of the client and were able to configure many features to achieve complete accounting, benefit and payroll integration.

Marcie Davis, Assistant Controller at Towne Properties stated "The implementation process was seamless and smoother than any previous HR/PR conversion we had ever experienced. Our implementation specialist handled converting all information from our old system to ECI, verified the data, and ran numerous parallel payrolls. All custom features and reporting were top priority and we felt assured that we were in good hands with ECI. After more than 2 years of using Empower, ECI never ceases to amaze me with their dedication to service and client satisfaction. Our knowledgeable client service specialists handle all questions promptly and professionally."

Integration with Third Party Systems:

Empower's integration tools made it easy and practical for Towne Properties to provide benefit data to third-party providers. These updates are automatically calculated by employee type and sent at the click of a button. The benefit providers process an electronic file, reducing costs and errors of maintaining this information directly on the providers' sites.

Highlights:

ECI had the ability to solve Towne Properties original business issues due to the flexibility of their system. Because the client had very unique needs relative to paying associates, handling benefits and reporting, ECI's customization met the original objectives and is adaptable to further business expansion.

About ECI Empower

Electronic Commerce, Inc. (ECI) provides web based solutions to Payroll Processing and Human Resource Administrators under a SAS70 Level II audited SaaS environment. ECI's single-source solution, Empower, utilizes web based technology that automates workflows and provides HR administrative users with one fully integrated solution to streamline tasks. Some of Empowers' areas of focus are Payroll Processing/HR, Self Service, Benefits Administration & Online Enrollment, Time & Labor Management, Applicant Tracking & Recruitment, Point-and-Click Reporting, Onboarding, and Performance Management.

While ECI has earned several awards recognizing outstanding business achievements including the 2006 Inc. 500, 2007, 2008, 2009 and 2010 Inc. 5000, the company is most proud of its 97% client retention rate which is a reflection of ECI's commitment to excellence in service, technology, and value. Call 800-320-9530 or visit www.ecipay.com for more information.

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