



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 with NOVAtime 2000. Over the years, due to BIGHORN's 100% growth factor and more sophisticated needs they have upgraded their technology to a SQL based NOVAtime 3000 application running on Microsoft 2003 Server enhanced with web services capabilities. Despite the growth BIGHORN still is able to handle the needs of additional employees with the same staff. The NOVAtime 3000 web services allow for supervisor to edit their employee's timesheets and reduce the burden of administration to the IS Department. The new scope covers supervisor web services, fifteen (15) users, and eight (8) Ethernet clocks for a **result** of better labor control and labor distribution, documentation, supervisor management, import/ export of data, and real time automated tasks.

The **direct benefits** for this upgrade were value added teamwork, better workforce management

and profitability of the company as a whole.

Norma Castaneda, human resource director believes that the success is three 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 and you can end up with a not so great product.

“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.”

“NOVAtime and Ellie M. Warther has always been there to anticipate, implement, and service BIGHORN's needs. It is the product, experience, and knowledge that makes the difference. Upgrading to the

NOVAtime Enterprise Edition provided speed and performance beyond our expectation,” said Ms. Castaneda. “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,” added Ms. Castaneda.

“Additionally, the ongoing implementation, support, and consultation provided to us by Ellie M. Warther was wonderful. 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,” said Ms. Castaneda.

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Norma Castaneda
Human Resources Director