

# Tailored Business Systems



## SOLUTIONS

- Accounts Payable
- Accounts Receivable
- Fixed Assets
- Financial Encumbering
- Financial Reporting
- Human Resources
- Occupational Tax
- Payroll
- TimeClock Plus™
- Utility Billing
- Tax Accounting
- Rapid Payment

## SERVICES

- IT Strategic Planning
- Solution Implementation
- Business Continuity Plans
- Disaster Recovery Plans
- Security
- Helpdesk
- Network Operations
- Document Imaging
- Document Automation

## SUPPORT

- Training
- On-site Support
- On-call Support

## TBS Helps With EPD Notices To Resident Permit Holders

**Tailored Business Systems (TBS)** is helping municipal and county government customers get EPD (Environmental Protection Division) mandates out directly to their permit holders. TBS Printing and Mail Services handles the entire process from document creation, printing and mailing.

According to Warren Glick, V.P., General Manager, Tailored Business Systems, "We're proud of our ability over this last year to participate in the entire water conservation effort ...to ensure that permit holders have the timely, accurate information they need to remain in compliance."

As of February, water restrictions have eased but are still subject to the approval of local water authorities. ■

## Time & Attendance Management & Reporting

Municipalities in recent times have been faced with a multitude of challenges including record home foreclosures and skyrocketing fuel costs. Labor costs are a key during a period of budget belt tightening. **TBS's TimeClock Plus™** provides up-to-the-second records on staff attendance allowing managers and administrators to make critical decisions with complete confidence. TimeClock Plus™ leverages state-of-the-art technologies to monitor, control and report all aspects of employee time and attendance; significantly reducing the cost of overtime, administrative labor and clerical mistakes and scales from 5 to 5,000+ employees.



TimeClock Plus™ can deliver payroll data to TBS Payroll Solutions and to virtually any payroll packages or service. Scheduling, Hour Restrictions, Flexible Accrual Rules, Multi-department / location support, and many other tools are supported to meet the needs of today's municipalities and counties.

Comprehensive security safeguards protect sensitive employee information from unauthorized access while limiting individual supervisors or managers to information for only those employees within their department.

# Time Management Tools

A variety of employee access tools exist for accurate time keeping:

**On-Screen TimeClock™** – Employees just sit down at their desk, clock in or out and begin work as normal. Employees are able to go on break, change departments and/or costing codes, view hours by shift or pay period, view their schedule, and more ... all while conveniently seated at their desk using either networked PC or a PC with web access.

**RDT 200 Series Access Terminal** – Those employees who do not have access to a PC or network workstation can use the RDT 100/200 Series Employee Access Terminals for clocked transactions. This versatile device is essentially an intelligent extended keyboard interfaced directly with TimeClock Plus™.

**Biometric Technology** – TBS uses TimeClock Plus™ biometric technology to eliminate the age old problem of clock-in/out security for employees. By using biometric recording devices the need to keep up with employee identification cards and/or badges is also eliminated.

Biometric verification equates to the digital imaging of a particular human feature such as the fingerprint or hand, and then storing a value for that image which is then used in authenticating that employee during future clock transactions. Biometrics offers confirmation of the identity of each employee performing clock transactions. Employees are enrolled when originally added as an employee in TimeClock Plus™ by having their biometric image taken. Each subsequent use of TimeClock Plus™ will require that the image taken during each transaction matches the original stored image in order to complete the transaction. ■

CMS operates in a secure, 7 x 24 data redundant environment to provide your citizenry and employees with easy access to online information according to your municipal structure (e.g. departments, divisions, boards, commissions, etc.). Content may include, but is not limited to the following:

- Meeting videos
- Meeting agendas
- Calendars of Upcoming Events
- Online payment of utility bills
- Online payment of property taxes
- Press releases
- Notices
- Banner Ads
- Announcements
- Slideshows
- Optional Trouble Ticket System
- Newsletters

# Put Your Community Online with TBS Content Manager

TBS's Content Management Solutions empowers municipalities to engage their communities with dynamic, fresh-looking online portals to facilitate faster delivery of service and foster

easy interaction amongst citizens, staff, departments and constituents. CMS easily showcases municipal services with visually appealing and user-friendly tools that your citizens will enjoy. CMS municipal portals are customizable to reflect the uniqueness of every community.



Powered by Cyber Studios, CMS was specifically built for municipalities and incorporates familiar terminology such as *departments, divisions, boards and commissions*. CMS enables municipalities to independently and confidently manage powerful, interactive online portals. Cyber Studio's unique software platform makes website portal management a task anyone can handle. Updates and changes that previously required specialized training, complicated processes and several days can now be accomplished within minutes by anyone with basic computer skills.

## Partnership in Implementation

TBS views its relationship with every new CMS customer as a 'partnership in implementation; soliciting customer input and feedback from start to finish.' Each new CMS customer benefits from a no-charge, comprehensive needs-analysis to understand current and desired online service levels for internal operations as well as citizen services. TBS employs process-driven, business-proven methodologies developed in over 34 years of working with other cities and counties, this has resulted in best practice recommendations for online portal solutions built around your processes and services, meeting the needs of the community now and into the future. The end result of efforts is an online community portal that incorporates:



- A customized, professional, look and presence
  - The uniqueness of your community
  - The navigation and functionality in support of current processes and services.
  - The navigation and functional requirements for future processes and services.
  - Ease of use
  - Ease of maintenance
  - Authorized access to change content
  - Authorized access to web statistics to see who is visiting your site
  - Authorized access to add/remove unlimited numbers of e-mail addresses for your employees
- 

Coweta County Water and Sewerage Authority deployed TBS's Content Management solution for customer convenience and energy savings.

"As energy prices increase, we feel this type of convenience will greatly benefit the customer. Many customers would drive their payment to the office rather than rely on the postal service. In approximately 6 months we've gone from zero to 1,200 online payments per month and that amount is gaining momentum daily."

Ellis Cadenhead, General Manager of Coweta County Water and Sewerage Authority

**Call a TBS Service Professional Today!**  
**(912) 871-7000 (800) 827-4682**

Call a TBS Service Professional Today!  
**(800) 827-4682**

## PAY UTILITY BILLS AND PROPERTY TAXES

TBS Rapid Payment is a web based on-line electronic payment system for government and municipalities, offering residents and businesses the convenience of paying taxes, fees, utility bills, licensing and registrations on-line 24 hours a day, 7 days a week. Rapid Payment delivers exceptional customer service to citizens providing secure processing for all check, credit card and debit card transactions.

Municipalities immediately reduce costs by automating receivables management for each department, while optimizing support operations. ■

### Why choose TBS to address your municipal finance and tax needs?

"We chose TBS because they provide a total government management package that a city like Blue Ridge needs for daily operations. We like the fact that their applications are integrated and roll up into one reporting module - there is less chance for human error. With more accurate information we are able to make more accurate budget projections and do it more quickly."

Faye Stepp, City of Blue Ridge.



### Tailored Business Systems

40 Joe Kennedy Blvd.  
Statesboro, GA 30458  
Phone: (912) 871-7000  
Fax: (800) 827-4681

Email: [support@tbsonline.com](mailto:support@tbsonline.com)  
[www.tbsonline.com](http://www.tbsonline.com)