



LIFE EMS CASE STUDY

www.lifeems.com

Craig Martzke is the Schedule Coordinator for Life EMS, a full-service, nationally-recognized emergency services organization with headquarters in Grand Rapids, Michigan. His responsibilities include building and publishing all company schedules including Field, Maintenance, Office and Education; as well as daily shift pickups, swaps and time off requests. He also reviews and processes all timecards, prepares and processes the final payroll export and closure of paychecks through a third-party vendor, and monitors all attendance.

Prior to ePro Scheduler, Craig used an online time clock and scheduling software program through their payroll vendor, which wasn't able to manage and process 24-hour shifts. When ePro Scheduler was introduced and deployed in 2008, Life EMS made the switch.

The ePro Scheduler Impact

According to Craig Martzke, Scheduling Coordinator for Life EMS

"Within two years of implementation, ePro Scheduler has allowed our company to streamline the scheduling and timecard procedures into one lead Schedule Coordinator position. This move freed up our supervisors in all nine counties, from working on long term schedule creation, monitoring and reporting."

"Speaking from an EMS business perspective, ePro Scheduler has proven to be the work horse, when it comes to scheduling, time and attendance and timecards. eCore's support staff is top notch and willing to listen and work through challenges your company may be facing. They continue to look for better solutions, ideas and concepts; allowing for their users / customers to offer support and ideas as they work to continue to lead the industry. Keep an open mind, have a willingness to adjust to a new program and you will not be disappointed."

