



Charlotte County Sheriff

Epicor HCM Helps The Charlotte County Sheriff's Office Through A Crisis

Company Facts

- Location: Charlotte, Florida
- Industry: Law Enforcement
- Number of Locations: 9
- Web site: www.ccsso.org



“Epicor HCM offered many more modules that would assist in implementing an agency-wide solution to our previous stand-alone databases, and it was more cost-effective.”

Debbie Bowe, Assistant IT Director | CCSO

The Charlotte County Sheriff's Office (CCSO) needed an HRIS that it could customize substantially to accommodate its unique structure as a law enforcement agency.

With Epicor's award-winning Epicor HCM* system, the CCSO was able to meet its needs and become a more efficient law enforcement agency, especially in times of crisis when it's called upon most.

Multiple Systems Prone to Corruption

Before Epicor HCM, the CCSO used multiple Microsoft® Access™ databases to manage 610 full-time employees (law enforcement officers, corrections officers and civilians) in nine locations (offices, training facilities and the county jail, among other locations).

In addition to the personnel databases, the CCSO used spreadsheets, specialized software, an additional database, and paper records to track training, manage firearms, and maintain property and financial records—all with a number of different users.

The multiple systems made it difficult for employees and managers alike to access and keep current on information. If employees needed a copy of their training history, for example, they had to ask the secretary of the Training Section to print a hard copy.

Success Highlights

Challenges

- CCSO kept their employee information fragmented across multiple databases, spreadsheets, software solutions, and paper files. They needed one solution to make their employee data accurate and accessible.

Solution

- Epicor HCM

Benefits

- Provides a way to quickly gather employee information during emergencies
- Reporting suite assists in accreditation purposes
- Improved efficiency of HR staff

"We needed a consolidated system that would eliminate the multiple stand-alone systems which had a tendency to corrupt," said Debbie Bowe, CCSO assistant IT director. "We needed a system that was user-friendly, integrated easily with Microsoft products, was easy to implement, and, of course, was cost-effective."

A Unique Solution

The agency chose Epicor as its HRIS provider because Epicor HCM was more cost-effective than other solutions and offered many more modules to assist in implementing a single system to replace the multiple stand-alone systems.

Epicor HCM is a true HRIS that automates everything related to HR in a single web-based software system. In an easy-to-use web interface, it enables organizations to track, manage, and analyze data for all employees, from applicants to retirees.

With Epicor HCM, automated workflow improves efficiency and frees HR staff for other duties, while powerful reporting tools create a complete picture of a workforce. Self-service enables applicants, employees and managers to access information—such as training history—without assistance from HR.

Customizations

Although the implementation of CCSO's system was fairly standard, the agency has made a number of modifications with the help of Epicor Product Support representatives. As a law enforcement agency, the organization operates more as a paramilitary local government entity than a private business and, as such, needs a custom system.

Because the ranking system is different from private businesses, the CCSO modified the 'department' and 'location' fields to 'bureau,' 'division,' 'section,' and 'squad.' The agency also customized the pay forms to account for state and agency incentive pay for achieving additional education.

The Epicor HCM Candidate Self-Service module—which the sheriff's office customized to accommodate law enforcement recruiting requirements—is used throughout the agency and is especially handy for training registration and performance reviews.

To adhere to national and state accreditation requirements, initially, the CCSO needed to modify the performance reviews to follow job descriptions. After operating for several years under that system, their needs changed and they again needed to modify the performance reviews to use the same 10 questions for all employees.

"The system was flexible enough that we were able to make the change without difficulty, and without any major interruption in client service," said Bowe.

In the future, the agency plans to add a customization for Internal Affairs investigations and disciplinary actions.

An Unexpected Modification

When Hurricane Charley hit Florida in August 2004, the storm affected every facility in the county and caught the CCSO off-guard. While two of the district offices were relatively unharmed, a portion of the administration building's roof was ripped away and one district office was completely destroyed.

"We suddenly found that we needed people with skills outside of the normal law enforcement or corrections skills," said Bowe. "We needed people with knowledge of construction and the use of heavy equipment, among other things."

Initially, the agency planned to use a paper handout to survey every employee's additional skills, but the HR Director soon realized it would be more efficient to use Epicor HCM to gather the information.

CCSO staff modified the competencies and proficiencies area of Epicor HCM along with the work history area to gather the necessary information. The agency now had a searchable, reportable database for finding people with special skills to help out during emergencies.

"The system was flexible enough that we were able to make the change without difficulty, and without any major interruption in client service."

Debbie Bowe, Assistant IT Director

A More Efficient Law Enforcement Agency

The days of a fragmented system are gone, and the CCSO now operates from a single, web-based system that houses all of its employee-based information in one place. HR can readily access all employee information, and IT no longer has to make installations on individual computers.

With Epicor HCM's flexibility, the agency has a customized system that suits the particular HR needs of law enforcement. Its HR staff can do their jobs faster, easier and more efficiently—especially during times of crisis, like Hurricane Charley, when it's most important.

About Epicor

Epicor Software Corporation is a global leader delivering business software solutions to the manufacturing, distribution, retail, and service industries. With more than 40 years of experience, Epicor has more than 20,000 customers in over 150 countries. Epicor solutions enable companies to drive increased efficiency and improve profitability. With a history of innovation, industry expertise and passion for excellence, Epicor inspires customers to build lasting competitive advantage. Epicor provides the single point of accountability that local, regional, and global businesses demand. For more information, visit www.epicor.com.

*Formerly Spectrum iVantage®

EPICOR®

Contact us for more information on Epicor Products and Services

 +1.800.776.7438  info@epicor.com  www.epicor.com

Corporate Office
804 Las Cimas Parkway
Austin, TX 78746
USA
Toll Free: +1.888.448.2636
Direct: +1.512.328.2300
Fax: +1.512.278.5590

Latin America and Caribbean
Blvd. Antonio L. Rodriguez #1882 Int. 104
Plaza Central, Col. Santa Maria
Monterrey, Nuevo Leon, CP 64650
Mexico
Phone: +52.81.1551.7100
Fax: +52.81.1551.7117

Europe, Middle East and Africa
No. 1 The Arena
Downshire Way
Bracknell, Berkshire RG12 1PU
United Kingdom
Phone: +44.1344.468468
Fax: +44.1344.468010

Asia
238A Thomson Road #23-06
Novena Square Tower A
Singapore 307684
Singapore
Phone: +65.6333.8121
Fax: +65.6333.8131

Australia and New Zealand
Suite 2 Level 8,
100 Pacific Highway
North Sydney, NSW 2060
Australia
Phone: +61.2.9927.6200
Fax: +61.2.9927.6298

The contents of this document are for informational purposes only and are subject to change without notice. Epicor Software Corporation makes no guarantee, representations or warranties with regard to the enclosed information and specifically disclaims, to the full extent of the law, any applicable implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality or reasonable skill and care. This document and its contents, including the viewpoints, dates and functional content expressed herein are believed to be accurate as of its date of publication, March 2011. The usage of any Epicor software shall be pursuant to the applicable end user license agreement and the performance of any consulting services by Epicor personnel shall be pursuant to applicable standard services terms and conditions. Usage of the solution(s) described in this document with other Epicor software or third party products may require the purchase of licenses for such other products. Epicor, Business Inspired, the Epicor logo and Epicor HCM are registered trademarks of Epicor Software Corporation in the United States, certain other countries and/or the EU. All other trademarks mentioned are the property of their respective owners. Copyright © 2014 Epicor Software Corporation. All rights reserved.