

ISS Hong Kong Multi-location and Centralized Time & Attendance Management Solution



Project Description

ISS A/S (International Service System) is a facility management services company founded in Copenhagen, Denmark in 1901. ISS's core services include: cleaning, technical, food and workplace. The ISS Group's revenue amounted to DKK 69.823 billion in 2020 and ISS has nearly 400,000 employees and activities in countries across Europe, Asia, North America, Latin America and the Pacific.

ISS Facility Services Limited, founded in Hong Kong in 1995, is a subsidiary of ISS. ZKTeco is proud to have the honour to serve them as a provider for their time & attendance solution.

Solution Details

A. Effectively Managing Attendance of Multiple Sites and Numerous Employees

ISS Facility Services Limited needs an effective time & attendance management system for all the properties they are responsible for management, and there are over 1,000 sites including MTR stations, banks and shopping malls etc. They currently have approximately 20,000 staffs distributed over the above sites. Conventional attendance management systems involve complicated administration procedures and consumes time for communication only increases inefficiency of work, especially to those having numerous workplaces and departments. In order to have more efficient method to manage human resources of the entire employees, ISS demanded a system that is able to centrally and efficiently manage the attendance of all sites.

Solution

ZKTeco's solution involves a total number of 1,000 units of Horus E1-FP and 100 units of G3 Hybrid Biometric Verification Time & Attendance Terminals, deployed in the various sites managed by ISS, with all staffs' personal information registered for verification and attendance taking. All time & attendance terminals are connected to and centrally managed by ZKTeco BioTime Web-based Time & Attendance Management Platform, which enables multiple administrators to access BioTime anywhere using a web browser. It can easily handle hundreds of devices and thousands of employees and their transactions. Attendance of all sites and staffs can be easily transferred to central management staffs for convenient management.

B. Wireless Connection

One of the challenges is that most of the sites managed by ISS do not have wired connection to the Internet due to different actual limitations of the sites, and it is not available to have installation of wired Internet connection, thus the solution requires a wireless connection of the system.

Solution

Both Horus E1-FP and G3 Hybrid Biometric Verification Time & Attendance Terminals are enabled with wireless connection. The E1-FP enables 4G communication and the G3 supports 3G communication to connect with the BioTime server.

C. Multiple Verification Methods

Biometric Verification Methods including fingerprint and facial recognition etc. have become more commonly seen in different workplaces' attendance management as they have the advantages in terms of the preciseness of authentication and convenience. ISS welcomes the deployment of biometric verification methods, however they also hoped to remain the conventional card swiping method for attendance as they wished to respect their staffs' freedom to choose the way to take attendance they feel comfortable.

Solution

Both Horus E1-FP and G3 Hybrid Biometric Verification Time & Attendance Terminals perform biometric verifications including fingerprint verification and facial recognition. Staffs are only required to register their faces or fingerprints once for convenient, quick yet precise verification. Apart from that, the two terminals also remain the RFID card verification. Staffs are allowed to only register personal information and obtain a staff card for swiping verification, or choose to have staff cards but also register their faces and fingerprints for biometric verifications.

D. Integration with the Existing System and Flexibility of Expansion

ISS already currently use Kronos as its workforce management system. Considering efficiency and cost effectiveness, ISS expected to remain their existing system instead of an entire replacement. Thus, the deployed devices must be integrated with and overdubbing the existing system.

Solution

ZKTeco BioTime Time & Attendance Platform is a highly customizable software, we made an integration with their Kronos system through database mapping, the system now offers automatic payroll management which saves human resources and enhances work efficiency. The BioTime Platform is also installed in Microsoft AZURE cloud platform for higher flexibility of server upgrade and resource management.

E. Specific Time Attendance Management Rights for Different Groups

As there are different categories of workplaces ISS manages and they have different teams of workforce, and there are different property managers who are in charge of their specific teams' attendance and performance management, the organization hierarchy involves complicated administration procedures and consumes time for communication only increases inefficiency of work. They needed a more efficient attendance management system and more comprehensive hierarchy of administration for their convenience of flexibility managing their attendance and allocating human resources for their daily needs.

Solution

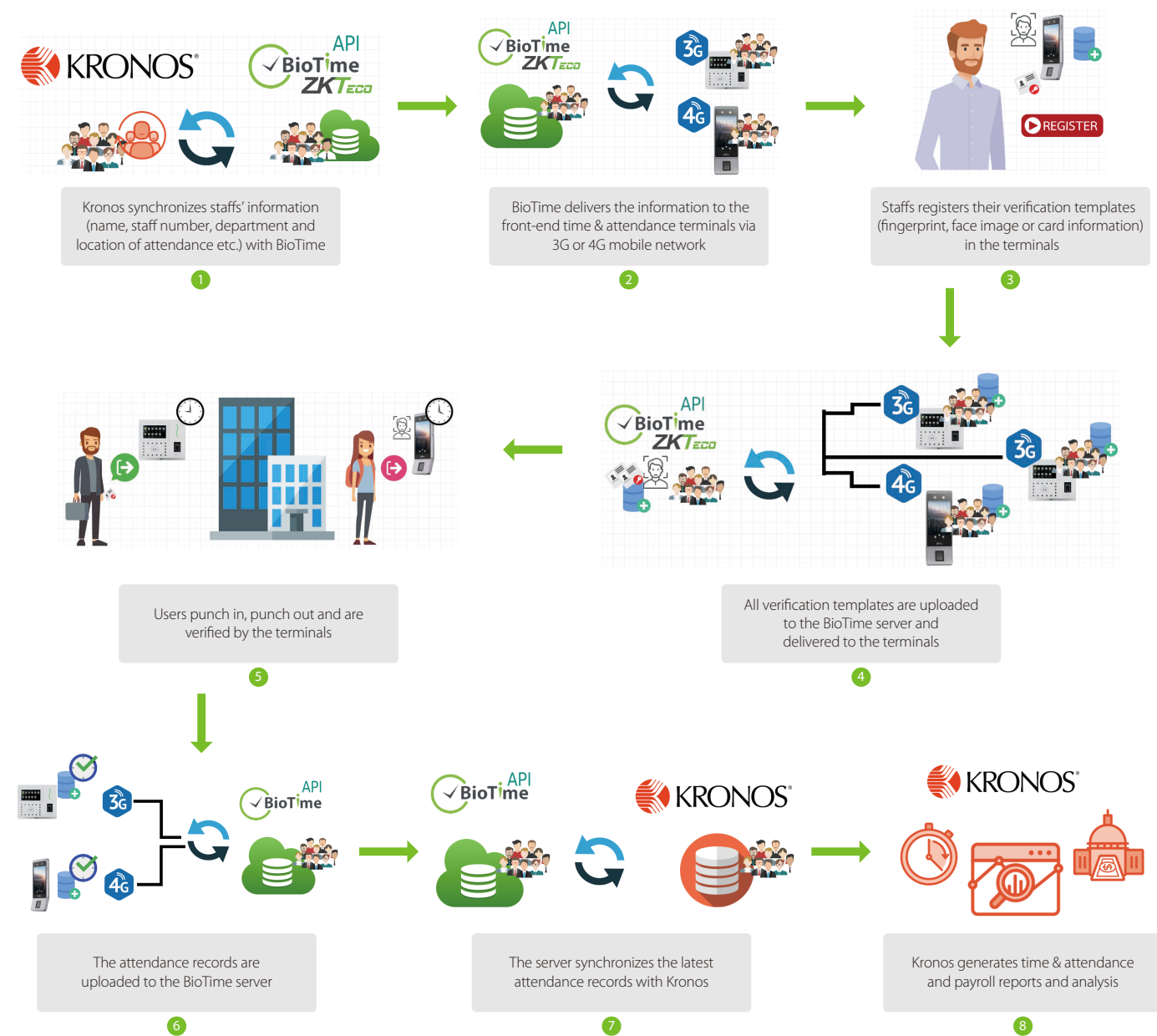
ZKTeco BioTime Time & Attendance Platform is enabled with authority management, which is a customizable setting of the grouping and authority granting according to actual needs. It can be specifically set as that a property manager is only authorized to review and manage the staffs of its own team or department.

End User: ISS Hong Kong

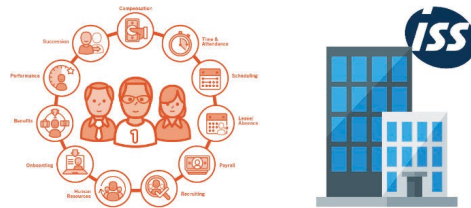
Configurations

System	Device Name	Device Model	Device Quantity
Time & Attendance	Hybrid Biometric Verification Terminal	Horus E1-FP	900(pcs)
	Hybrid Biometric Verification Terminal	G3	100(pcs)
	Software Platform	BioTime	N/A

Operation Logic



Schematic Diagram



High Speed Broadband

