

Proiaso Introduces a New Time-tracking Concept for the Home Service Industry

Seattle, WA: CoActiveSoft announces a major upgrade to Proiaso, its home service management and planning product. With the latest release Proiaso greatly improves the time tracking process for home service companies.

The nature of the home service business requires that an agency sends its employees to a customer's home to provide a service. Most likely, the agency bills the customer an hourly rate which requires an accurate tracking of the hours the employee spends at the customer's home. Even though most providers are honest and only report the hours they actually worked in their time sheets, prudence and good record keeping requires a time tracking system that makes the billable time a provider spends at the customer's home verifiable.

Traditionally, time tracking systems deployed in the home service industry require that the provider calls the time tracking system from the customer's (landline) phone. Although this time tracking system makes it impossible for providers to cheat on their time sheets, it is far from perfect for several reasons:

- Homes without a landline are no longer an exception. Therefore, a time tracking system that relies on landline phones is bound to fail in an increasingly large number of cases.
- Many times, when the provider starts their shift, the phone may be in use. If providers have to wait for the phone to become available, they risk not getting paid for their entire shift.
- Even if a phone is available and even if the agency, the customer and the provider agree on the process, providers feel awkward about using the client's phone.
- The client has no visibility of the process which, of course, can lead to misunderstandings, frustrations, acrimonious relationships and even litigation.

With the latest release of Proiaso, CoActiveSoft introduces a new time tracking concept that addresses all the problems with the traditional system. CoActiveSoft takes account of the fact that the world has moved on and the most important communication device is the smart phone. With Proiaso, time tracking is as user-friendly as it is reliable:

- As soon as the providers arrive at the client's home, they use their smartphones and, with the touch of a button, indicate that they started the shift. Taking advantage of the global positioning system of the smart phone, Proiaso tracks the location of the provider to make sure she is actually at the client's home.
- If clients choose to do so, from the Proiaso client portal, they can verify that the clock-in and clock-out time is accurate.



In Proiaso, time-tracking is not an isolated process. Once the time the provider spent at the client's home is captured, this information is used for invoicing and payroll. Time tracking records combined with the financial information in Proiaso's customer relationship application reduce the time it takes to create invoices and payroll reports to a fraction of what it takes to do the same with timesheets.

Proiaso is the market-leading Home Service Management and Planning (HSMP) product. Proiaso integrates process such as scheduling, time tracking, invoicing, CRM, etc. to streamline home service businesses. Currently, Proiaso is available for home health care businesses (Proiaso - Home Health Care) and for home cleaning businesses (Proiaso - Home Cleaning).

About CoActiveSoft: CoActiveSoft, a company that specializes in improving processes for home service businesses. CoActiveSoft was founded in 2015 by industry insiders with numerous years of experience in process improvement and software development. The founders believe that the basis of any software development for small businesses must be a thorough understanding of the business processes and challenges. Thanks to its process-oriented approach, CoActiveSoft is rapidly gaining traction in the home service industry.

Visit www.coactivesoft.com for more information.



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