

Whos **On. Location**

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**time &TM
people**

**A Channel Partner
case study**

About

Time & People is an Australian owned and run company, specializing in providing people presence and compliance solutions to workplaces. As a member of our Channel Partner Program, Time & People has been working closely with WhosOnLocation for seven successful years.

From the founding of the business in 2012 to now, Time & People has grown from two employees to seven, creating a substantial business as a software reseller.

Working with WhosOnLocation has proved a fantastic business opportunity for Time & People.

“Our work ethic and goals are completely aligned - both Time & People and WhosOnLocation are working towards the same thing.”

How our partnership started

In 2012, Time & People Founder and CEO Peter Morrissey was looking for a visitor management solution for a customer based in Australia. The customer wanted a solution that was:

- *Locally owned*
- *Cloud-based*
- *Would modernise the sign-in process and improve compliance*

With no Australian solutions in the market at that time, Peter sought out WhosOnLocation in New Zealand. After the initial meeting, Peter realised he'd found the solution his customers needed, and a great business opportunity for himself,

“I could see the potential for WhosOnLocation and this partnership from the very beginning.”

Early on, Time & People acquired some big customers, "Unilever came on board as one of our first customers, which helped us gain some really great traction in the market." They haven't looked back.

How WhosOnLocation fitted into Time & People's business

Already distributing Deputy (time and attendance software) within Australia, WhosOnLocation was a logical addition to Time & People's product lineup. Now, the team could offer a people presence solution to their customers, to complement the rostering and scheduling tool they were already using.

This connection later led to an integration between WhosOnLocation and Deputy - a fantastic example of the many ways a partnership can lead to great business opportunities

The Process of Implementing WhosOnLocation

"The induction process was outstanding. We're now 99.9% self sufficient, and that's something we could never have achieved without the initial support we received from WhosOnLocation."

The support offered by WhosOnLocation is ongoing, too. "Whenever we can't help with a customer query, we know the support team at WhosOnLocation will always be on hand. That's why it's so important we work closely together."

The feedback from Time and People's customers

Time & People has such diversity in the size and type of their customers, with everything from small private schools, to Virgin Australia - and yet, the feedback is always overwhelmingly positive. "WhosOnLocation has something to offer everyone, no matter the size of their business."

In particular, Time & People find their customers are always impressed when they learn about evacuation management "It's something many customers don't expect, and it can become an incredibly exciting discussion point in customer demos."

Any tips and advice for other Channel Partners?

“Take the time to learn the product inside out.” WhosOnLocation is a deep product with many features, but the value it can bring to your customers is huge.

A customer demo can be powerful, and special touches make a real difference, too. “We like to add the customer’s phone number to the system when we’re walking them through the visitor management feature. They get a live arrival notification on their phone – and it never fails to impress.”

How has this partnership helped Time & People to grow?

“WhosOnLocation has helped us to create a substantial business by making a really great product – the kind of product that when you’re giving a demo to the right customer, they absolutely love it.”