

Director of Operations Robert Lulling interviewed by EMS Manager



Ryan Brothers Ambulance, headquartered in Madison, WI, used to do scheduling by hand for up to 50 employees. EMS Manager from Aladtec Inc. has taken away the pen and blank calendar, and "was the perfect solution to our scheduling headaches," says Rob Lulling, director of operations at Ryan Brothers.

EMS Manager allows staff to see their schedule as far as two years out, says Lulling. This allows employees (by utilizing the rotation building feature) to plan for personal schedules far in advance. The staff also likes the software, says Lulling, because they can see everyone's schedules, which helps them determine who would be easy to trade shifts with, if necessary. The month-to-month scheduling is now a thing of the past for the agency.

Cost-effectiveness is a big benefit of EMS Manager. Lulling explains, "In what took us days, maybe even a week to complete the monthly schedule, the task is now done in mere hours, which frees up my time for my other duties."

At all seven locations of Ryan Brothers, staff is able to access EMS Manager, which also offers an application for smartphones and other mobile devices. Since Lulling does the scheduling, he enjoys the flexibility of being able to make changes from his phone.

An added benefit is the time clock feature of the software, which saves Ryan Brothers money, he adds, allowing management to easily track tardy employees. "In the past, someone could walk in 5 minutes late and we had no idea," he says. "Now, they do not get paid for this. Yes, the savings here is minimal, however it adds up over time."

EMS Manager is a one-stop solution for Ryan Brothers' scheduling needs. The company has grown from one station and 15 employees in 1997 to seven stations and nearly 100 employees today. "We needed something that would allow us to continue to grow without causing more work, and EMS Manager did just this," notes Lulling.

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