

Fact Sheet



"Cut staff costs by up to 27%"

Workforce Optimisation

Workforce planning is a complex task. Numerous, sometimes conflicting objectives need to be addressed at the same time. By using Workforce Optimisation software, financial results are improved because managers have the foresight and flexibility to assign the most cost-effective employees, and minimize costly overtime and agency usage.

As an organisation you want to work smarter, not harder. This means creating efficiencies through streamlining processes and procedures without compromising service levels to your staff or your customers.

The central objective of staff planning is to create schedules which ensure that you consistently have exactly the right number of people with the right skills in place in order to achieve your business objectives - never too many, never too few. At the same time, you must observe all relevant legislation, local agreements and the contracts of individual employees. Employee qualifications, personal working time preferences and availability must also be taken into consideration. Only by taking into account all these factors can you create efficient, workable schedules.

Highlights

- Organisational savings of up to £4,000,000 per year
- Reduce labour costs by matching staff to business demand
- Improve employee satisfaction by giving them more choice in when they work
- Improve company communications through better access to systems
- Live access to staff costs to improve decision making and bottom-line results

Employing a web-based, people-centric scheduling solution with robust demand and event driven data facilities and one-click roster publishing to multiple formats, delivers the results you need on time, every time. As well as reducing the time, frustration and costs associated with traditional scheduling methods, comprehensive rosters can be produced with the touch of a button.

Our capabilities

Time & Attendance

Time and Attendance module includes a wide range of facilities for current and historical management of attendance, calculation of hours, forward availability of labour and management of annualised hours/

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flexible working schemes. Both clocking and non-clocking arrangements are supported. Worked hours, overtime, sickness, holidays and other forms of absence are all addressed within the framework of an organisation's working arrangements, business rules, pay rules and shift patterns including fixed, flexible and rotating shifts. Detailed management reporting enables control of attendance, absence and overtime.

Core Roster Product

1. Static Rostering – intuitive drag & drop functionality
2. Resource Configuration (i.e. staff records etc.)
3. Shift maintenance (i.e. recording basic adjustments etc to shifts)
4. Export / Import to payroll systems etc.

Optimised Rostering

1. Demand engine (produces rosters from demand files)
2. Work combiner engine (breaks tasks down into small bits then reforms them to provide optimised work)
3. Balance engine (adjusts rosters to provide fairness etc.)

On The Day Optimisation

Resolution Engine – This provides an 'on the day' automated roster 'gap analysis' that provides instant recommendations for optimised cover for sickness or changes to schedules.

Reporting

Contains the standard reports that are used as the building blocks for customised reports.

Various reports and analysis are incorporated into the solution including deployment summary, employees' performance, resource utilisation and resource 'dead time'. These reports allow management to make better informed decisions going forward relating to improving working practices & optimizing workforce efficiency. Additional reports can also be customised during the implementation process.

Employee Self Service

Self-Service capability is designed to reduce administrative effort by empowering employee self-management of planned absence, holidays, time off in lieu and shift changes.

The Employee Kiosk can be accessed from home over the web or via a staff room portal onto the Intranet. The colours and look and feel can be configured to represent clients' company standards.

One click automated scheduling

Carries out the entire optimisation process in a single step — from long-term shift creation to assignment of individual employees to schedules.

Rapid drill-down to detailed data

Access all of the detailed data whenever you want. From a monthly or yearly overview, you can zoom straight in on every single minute of the

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planning phase — with a single click and without delay.

Substitute search

Rapidly find replacements in case of unplanned absences. If one of your employees is unexpectedly absent, the system can suggest a replacement to ensure that the absence does not have a negative impact.

Over-capacity and under-capacity monitoring

We continually compares coverage of requirements with the number of scheduled employees and displays any deviations.

Audit trail

Provides direct access to the planning log at any time. For each planning entry, you can find out which changes have been made and who made them.

Integrated holiday and absence planning

We use an integrated process to simplify holiday and absence planning. After your employees have entered their desired holiday, the system helps you decide if and when a holiday application can be granted.

Real-time data for every user

Every user always has the latest data on-screen without having to refresh or download the page manually.

Features & Benefits

Benefits Delivered – Management

- Reduced and easily identified labour costs
- Reduction in under-utilisation of labour
- Massively reduced time spent rostering
- Easily identified “dead-time” for managers to reallocate
- Automatic creation of daily “work-packages” for staff means less admin for managers
- Reduced absence as more priority is given to staff preference
- Reduced chances of favouritism claims from staff
- Rapid resolution of cover for sickness or demand changes (via text and email messaging)

Benefits Delivered - Staff

- Greater visibility of leave booking (balances and leave calendar available online)
- Rapid notification of leave authorization
- Greater visibility and fairness in shift, day and role allocation
- Removal of manager favouritism (with statistics to prove it)
- Options for self-rostering and rostering preferences to be taken into account in roster automatically and fairly
- Options for making easier and fairer overtime requests (via text messaging)

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- Automatic and transparent implementation of union agreed rules (i.e. no more than 96 hours in 16 days)
- Much earlier notification of published rosters

Efficiencies & Savings

- Reduced headcount by up to 27%
- Improved customer service
- Ensured compliance with WTD rules
- Removed "favouritism" claims
- Reduced night and weekend working
- Ensured all staff work contracted hours
- Reduced agency reliance

Our Technology

From workforce planning & scheduling, Project Management to Software Rental Suites, our software solutions offer a breadth and depth of functionality. Whether fully installed on site, delivered as a managed or hosted service, the architecture enables organisations to focus on the specific areas of priority, and reconfigure the system at will to meet new challenges such as changes to Working Time Regulations.

The core systems are of leading-edge design, enabling planning, data capture and authorisation to take place anywhere and everywhere you need it. Web-based advanced self-service, touch-screen kiosks and mobile activation via phone and PDA, ensure that employees can interact with the system wherever they may be.

True web technology ensures that no desktop installation or downloading of components, applets or software is necessary.

With a highly configurable and fully integrated system, our customers benefit from a complete solution that maps their business requirements, no matter how unique or complicated their operation. Our workforce management solution is at the heart of delivering strategic and tactical management of our customer's largest controllable cost — their people. Business performance is improved with higher productivity and improved customer service, and typically reduces overall people costs by up to 10% without cutting headcount.

About Business Solutions

Advanced Business Solutions, an Advanced Computer Software Group plc company, provides leading integrated business applications and services that enable public, private and third sector organisations to retain control, improve visibility and gain efficiencies whilst continually improving corporate performance. It's award-winning software systems comprise core financial management, procurement, human resource and payroll systems, integrated with a range of collaborative, document management and business intelligence solutions. It also provides managed and bureau service options.

Advanced Computer Software Group plc is the UK's leading supplier of software and IT services to the health, care and commercial sectors. It comprises 3 main divisions and has 7000 customers and 800 staff worldwide.

For more information

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