

SCHEDULESOFT NEWS

October 2009



ScheduleSoft is the leading provider of optimized workforce scheduling software for complex labor and production environments. Our systems are unique in their ability to allow for rules configuration through setting parameters rather than costly customization. We hope you find our monthly insights useful in your day-to-day operations management, and encourage you to forward to your colleagues.



ScheduleSoft News and Comment

ScheduleSoft 4.6 Flexible and User Friendly

A recent Workforce Scheduling Software study published by KLAS Enterprises, an Orem, Utah-based vendor research firm, concludes “a big” satisfaction gap between nurses and other organizational users of automated workforce scheduling software. What the study really identifies is what we see in each of projects - the diverse expectations from the various software users, regardless of market application. At ScheduleSoft, we work with our clients to have a clear understanding of the needs of each constituency within an organization. The constituencies can be divided into four basic categories, each with its own set of expectations to be achieved with an automated scheduling system.

- Client Project Team – Includes users and management
- Schedule Developers
- Scheduled Employees

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New Features

- Shift Groups
- Post Groups
- Job Attributes
- Configuration Report
- Kiosk Shift Swapping

For more information, call
1.866.807.8090.



Technical News

The current version of our products as of this newsletter are listed below:

Client: 4.6.233
Server Tool: 4.6.036
Kiosk: 1.5.039
EIS: 1.19.010

If you have any questions about your current version(s), please contact Technical Support at
1.866.807.8090.

[Software Update](#)

- Management – Operations , Human Resources and Finance

Client Project Team

The Client Project Team is the interface between the organization’s strategic plans, existing scheduling rules and current business practices related to workforce scheduling and the software. The team members must have thorough understanding of business plans and the various labor management rules, both union and business.

The Client Project Team has typically taken on this role in addition to their day-to-day work responsibilities; therefore, their expectations include software that is easy to configure. The ScheduleSoft professional services team has an understanding of the client’s business and is available to provide hands-on support during the software configuration.

As we have mentioned in past newsletters, the ScheduleSoft team has extensive experience working with various scheduling scenarios. The implementation team is active in recommending the optimal system configuration to meet a specific business needs and goals. The algorithms of ScheduleSoft 4.6 are designed to reduce the need for custom programming by utilizing off-the-shelf functionality. ScheduleSoft 4.6 provides intuitive menus that contain the data related to scheduling components. Minimum system configuration requirements are well documented in easy to understand instructions. Employee and job center data may be quickly uploaded from input files maintained outside of the ScheduleSoft system, eliminating the need for duplicate data entry.

A typical ScheduleSoft implementation process includes one to two weeks of solution testing and multiple weeks of user acceptance testing to assure the system is properly configured and delivers the expected results. The final two weeks of user acceptance testing include parallel testing with the company’s existing scheduling systems, to assure all scheduling rules and objectives are being met.

Schedule Developers

The staff responsible for generating the schedule is looking for a system that will quickly provide an accurate schedule, delivering qualified workers to the right department and work assignment. Floor



Suggestions

How do you like the newsletter?

We'd love to hear from you by participating in the below survey. Your feedback can help shape the content for future newsletters.

Contact Us:

news@schedulesoft.com



supervisors look to the schedulers to quickly fill vacancies created by unexpected absences.

Once the system is configured, ScheduleSoft 4.6 allows those responsible for producing the schedule to quickly revise and generate an updated schedule that is readily available to the employees and management staff. The scheduling method is selected by enabling or disabling checkboxes, providing highly configurable schedule generation parameters. By doing so, schedulers have the ability to generate schedules by employee, group of employees or the entire workforce. The schedule generation time period is easily amended to support business demand. The system further allows “what if” workforce scheduling scenarios to determine if the current mix of employees will support anticipated changes in business demand.

Scheduled Employees

Employees are looking for a system that delivers accurate schedules, developed with fair and equitable administration of union and business rules and practices. ScheduleSoft 4.6 provides the documentation and visibility for employees to know rules have been fairly administered across the organization. Once implemented, the software reduces employee concerns about favoritism for straight time, overtime and vacation assignments.

The ScheduleSoft Employee Self-Service Kiosk has been dubbed a scheduling ATM. The Kiosk provides an intuitive; on-screen interface with a separate login/password, proximity card or Windows NT authentication for each employee. System configuration allows employees to view as much functionality and business information as required for their work assignments. Via the Kiosk, employees can volunteer for overtime, request vacations and leaves and even, where work rules allow, arrange job swapping with similarly qualified employees. The entire system can be paperless, avoiding notes left in pockets or lost in the paperwork on a supervisor’s desk. The Kiosk provides complete tracking of requests and responses, should questions arise at a later date.

Management

In addition to reporting, Management’s needs cross all lines. Management is looking for a system that lives up to the promises

made in advance of the purchase order. As we've discuss in previous newsletters, ScheduleSoft considers benchmarking prior to installation a key piece of the implementation process. Documenting the existing system and its costs and comparing the costs at intervals is intrinsic to validating the success of the software.

Given the software investment, management wants to know the system provides the flexibility to adapt to changing rules and changes to business demand. The software must be easy to install and adapt to changing needs of the business. ScheduleSoft's algorithms provide configuration flexibility for the initial install and future changes. The ability to generate "what if" scenarios, in response to changing demand or employee skills, allows management to quickly adapt the workforce to business needs.

ScheduleSoft 4.6 provides a broad array of standard reports for use by floor supervisors, Operations, Human Resources and Finance. Schedules may be displayed in text, calendar or graph format, depending on user needs. The software's open database structure allows the creation in-house custom reports, the templates of which may be saved on the system for future use. Through the software, department and floor supervisors may generate staffing exception reports to identify gaps in demand fulfillment.

ScheduleSoft further provides an interface with existing company labor management software and ERP systems. ScheduleSoft systems are designed to feed data to and pull data from a variety of time keeping and Human Resources software systems. ScheduleSoft 4.6 includes the interfaces to work seamlessly with SAP, Oracle and other ERP systems. *If you would like to know more about how ScheduleSoft provides workforce scheduling that meets the needs of the various user groups within your organization, call ScheduleSoft Sales 800-416-9006.*



Feature Highlight

Frequently Used Workforce Management Reports

ScheduleSoft 4.6 includes more than 30 standard management reports. Most of these reports allow multiple ways to display the data and the ability to save the report format for future use. The two most frequently used reports are the Roll-Call Report and the Overtime Detail Accounting Code Report.

Roll-Call Report

Its highly configurable interface makes the Roll-Call Report the most often used of ScheduleSoft’s standard reports. Management may quickly filter employees by shift assignments to ensure that employees report to work at their scheduled time. The Roll-Call Report may also display over and under staffing, providing visibility to areas where production might be affected as a result of absenteeism.

The report view below displays a sample Roll-Call Report. In the first screen shot, the employees are arranged in seniority order by shift assignment. The second screen shot is a view of Day Coverage Information. In this example, there is understaffing on Shift 1 and overstaffing on Shift 2. A review of this report allows supervisors to quickly adjust individual work assignments to fill staffing gaps and avoid “make work projects” in overstaffed situations.

Roll-Call Report Monday, October 26. 2009

N	Name	Shift	Post
1	JONES, JIM	1-ST	1-PACK
2	GONZALEZ, CARL	1-ST	1-DEPL
3	GONZALEZ, CARL	VAC	
4	SHELLER, JOHN	1-ST	1-UTIL
5	JOYCE, ED	1-ST	2-PACK
6	SULLIVAN, STEVE	1-ST	2-PACK
7	KITMAN, PAULA	1-ST	2-DEPL
8	LALOR, JOHN	1-ST	2-UTIL
9	COTTER, PAT	2-ND	2-PACK
10	KITMAN, PAULA	2-ND	2-PACK
11	ANDERSON, WAY	2-ND	2-DEPL
12	RIVERS, DAN	2-ND	2-DEPL
13	LENTZ, BETH	2-ND	2-UTIL
14	WALLNER, HARVE	2-ND	2-UTIL

Day Coverage Info

Shift	Post	Min	Opt	Max	Num	Status
1-ST	2-UTIL	2	2	2	1	U Min
2-ND	2-DEPL	1	1	1	2	O Max

Detail Accounting Report

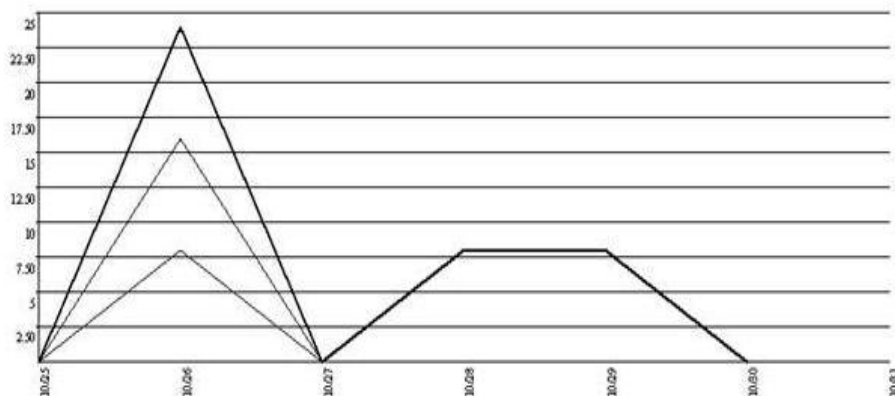
The Detail Accounting Report summarizes the number of hours allocated to overtime based on Accounting Codes. Accounting Codes are user-defined. They are most commonly used to differentiate

forced overtime and voluntary overtime assignments. Accounting codes may also be defined with a greater level of specificity to track the number of overtime hours attributable to events such as sick calls or employees arriving late for work.

The following sample Detail Account Code Report shows the number of hours of assigned voluntary and forced overtime for a single department and a specific one week time period. The report is available in table and graphic format.

Detail Accounting Code Report

PACKING				
Date	VOLUNTARY_OT	FORCED_OT	Total	TOTAL
10/25/2009	0	0	0	0
10/26/2009	8	16	24	24
10/27/2009	0	0	0	0
10/28/2009	0	8	8	8
10/29/2009	0	8	8	8
10/30/2009	0	0	0	0
10/31/2009	0	0	0	0
TOTAL	8	32	40	40



To view the full offering of management reports and learn how ScheduleSoft's demand-driven workforce scheduling will reduce your operating costs contact us at marketing@schedulesoft.com.



New Client Welcome

ScheduleSoft is pleased to add Kraft, Beaver Dam, WI to its family of clients and the list of Kraft Food locations automating their workforce planning and scheduling with ScheduleSoft 4.6. The Beaver Dam location is the pilot plant for Kraft's cheese processing facilities.

Kraft is one of the world's largest food and beverage companies, selling their products in more than 150 countries. The Kraft Foods workforce exceeds 100,000 employees, working at 180 manufacturing and processing facilities.

ScheduleSoft values its ongoing relationship with Kraft processing facilities. We look forward to providing Beaver Dam with many years of cost savings from our automated, demand-driven workforce scheduling.

ScheduleSoft, the leading provider of demand-driven scheduling products, business solutions, and services.

Gregory Flessas

