

SCHEDULESOFT NEWS

December 2009

SHIFT SCHEDULING TRANSFORMED

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

Automated Workforce Scheduling - Key to Meeting Demand Fluctuation

Unpredictable and fickle consumer behavior and expectations are driving today's business demand. Public or private sector, every service provider and manufacturer is forced to do more with less and do it faster. Manufacturers are reducing inventory and cutting the lead time between order acceptance, production and shipment to remain profitable and cost competitive in response to ever changing customer requirements.

Producing and warehousing generic components to be quickly assembled, modified and/or repackaged to meet the latest consumer demand are the manufacturing norm. Purchasing, supply chain and warehouse management systems thrive in support of just-in-time delivery requirements.

For meeting demand and reducing costs, Lean Practices and Supply Chain Management techniques have taken business about as far as it can go, from a theoretical or strategic

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New Features

-Shift, Post & Skills IDs now up to 12 characters
Requires DB version 1.46.03
(see Technical News below)
-Kiosk Shift/Post ranking
-Day View Editor
-Automated Overtime Generation
-Enhanced Reports
-Post Processing
-Kiosk User Defined Field Constraints:

- Consecutive days worked
- Consecutive week-ends worked
- Consecutive shift / post limits
- Consecutive break hours

For more information, call 1.866.807.8090.



perspective. The just-in-time order fulfillment and cost savings benefits of these strategies will not be fully realized without implementing better workforce management and labor scheduling tools.

To be profitable in today's demand environment, managers must recognize the workforce as another just-in-time component for filling demand. Missing from Lean Strategy implementations has been a workforce scheduling system which allows operations to include labor planning in tandem with demand and operations planning to eliminate the need for "just-in-case" scheduling practices by department supervisors.

ScheduleSoft provides the tool to carry a Lean Strategy to the next level.

Thus far management's efforts to control labor costs have focused on reducing those costs through wage and benefit negotiations or by a decrease in the number of full-time workers employed. To meet demand, companies are opting for overtime from the full-time workers and a pool of lower paid part-time or temporary workers when the full-time workforce is not sufficient.

Production and department managers, most frequently evaluated on their timely delivery of products and services, find excess labor costs acceptable in exchange for providing the desired service level. As a result, supervisors often place just-in-case workers in the schedule to be available in response to demand and attendance changes. Without a tool to quickly view staffing needs and reassign excess workers where shortages exist, just-in-case workers fill "make work" jobs, when not needed for production in the department where they were scheduled. While business carefully tracks the labor cost component, the review is often long after-the-fact and without the opportunity to determine how workers may have been reassigned to optimize worker utilization to fill demand and reduce costs.

ScheduleSoft's workforce solution provides an overview of the entire labor resource, with an interface to business demand and Human Resources Management systems. The software includes the functionality to deal with even the most complex production requirements, local labor scheduling rules and rules established under collective bargaining agreements. These are easily configured in the system to assure compliance as employees are automatically assigned to jobs.

Those responsible for labor planning and scheduling use the software to respond quickly to change staffing as demand or attendance dictate. Scheduled employees with the appropriate skills can be transferred (within defined rules) from an overstaffed department or line to meet the unexpected demand in another department or on another line. In continuous process environments, this may happen several times a day as lines are reconfigured in response to business demand changes. In situations where the appropriate worker is not readily available on site, schedulers quickly evaluate the merits of overtime vs.

Technical News

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

Client: 4.6.238
Server Tool: 4.6.038
Kiosk: 1.5.032
EIS: 1.20.010

Database 1.46.03 now available. Contact Technical Support to upgrade

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

[Software Update](#)



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



bringing in an on-call employee, or securing a temporary worker.

ScheduleSoft has provided its users the flexibility to respond quickly to business demand fluctuations, while delivering significant cost savings through the efficient use of their full-time workforce; dramatically reducing the number of just-in-case and temporary workers. With ScheduleSoft, labor utilization will be measurable and consistently implemented in support of your business demand and strategy.

If you would like to learn how you can change your just-in-case workers to just-in-time workers, contact ScheduleSoft at sales@schedulesoft.com or call 800-416-9006.



Feature Highlight

Leave Planning

The end of another year has rolled around. As you begin to work on closing 2009, and start planning for 2010, ScheduleSoft 4.6 offers several features to make those activities easier.

This month we'd like to highlight the many useful features of ScheduleSoft's Leave Planning functionality.

ScheduleSoft 4.6 Leave Planning maintains two separate Leave Banks – one for the current year and one for the new year. This allows employees to continue to submit leave request for 2009 and begin planning vacations, floating holidays, etc for 2010.

By using the ScheduleSoft Kiosk your workforce scheduling and planning can "Go Paperless" in support of your company's sustainability initiative. The Kiosk interface to ScheduleSoft 4.6 allows your employees to make leave requests electronically, eliminating paper and pen. Electronic submission logs employee requests and facilitates the sorting of those requests based on business rules and collective bargaining agreements. Electronic submission reduces errors and complaints associated with lost or illegible paperwork.

With ScheduleSoft's Kiosk interface, employees are able to rank their leave requests, first, second or third when submitted. The software system carries these rankings with the requests as the supervisors and schedulers process approvals.

The Administrative Services dialog in ScheduleSoft 4.6 allows supervisors and schedulers sort leave requests and electronically approve or deny, while taking into consideration the requirements of collective bargaining agreements, business

rules, employee preferences and business demand.

The following are some of the fields available for display in the Leave Planning Tool.

Employee ID	Numeric Priority
Seniority Date	Hire Date
Date of Birth	Bid Line
Title	

Of the many fields available, management can easily hide fields not pertinent to Leave Planning based on business rules or bargaining agreements.

ScheduleSoft's Leave Planning functionality, when combined with the use of the Kiosk interface, quickly brings structure and accuracy to employee leave planning. The system allows schedulers and supervisors to manage leave requests to assure the right mix of employees to meet business demand at any given point in time.

To learn more about ScheduleSoft's Leave Planning contact a scheduling software expert at 800-416-9006.



To our Clients and Newsletter Subscribers

As 2009 comes to a close, there are many of us who are likely happy to see it go. Despite the challenges brought by the economic downturn of 2009, ScheduleSoft has prospered. We could not have done so without our loyal long-term customers and those new customers who joined the ScheduleSoft family in 2009.



Our thanks to all!

As we look forward to the new year, the ScheduleSoft staff offers you our best wishes for a happy and prosperous 2010.



ScheduleSoft Employee News

In response to a significant increase in business, ScheduleSoft is now reviewing resumes to fill open positions for Software Engineers, Project Managers and Implementers.

The ideal candidates are team oriented, quality-driven, and thrive in a fast-paced work environment focused on results. Fluency in Spanish or Portuguese is a plus.

Visit our web site at www.schedulesoft.com to learn more about these positions.

Qualified candidates may submit resumes, via email, to Gregory Flessas at flessas@schedulesoft.com.

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

Gregory Flessas

