

SCHEDULESOFT NEWS

May 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.



ScheduleSoft News and Comment

Project Benchmarking and Return on Investment

Over the past two months we have talked about the changes industry leading companies pursue and implement during difficult economic times. Industry leaders do not step back from efforts to make operational changes which support improved customer relationships and bottom line profit regardless (and in some cases because of) a business slow down.

Industry leaders are continually taking an inventory of their business processes and procedures, looking for opportunities to add efficiencies to reduce costs now and in the future; positioning the business for growth regardless of the overall economic conditions.



During the more than 13 years ScheduleSoft has focused on exclusively workforce scheduling, we have devised a set of solution principles for working with our customers to help them improve their bottom line: design - measure - deploy.

As a technology partner we work outside the one size fits all approach to workforce scheduling. An information technology project is no different than any other business system change. Its ultimate success is determined by the up-front planning and preparation. We have found a six-step Project Implementation Process delivers the best results; with most of the work occurring in planning stages, steps one through three.

In This Issue

[ScheduleSoft News and Comment](#)

[Feature Highlight](#)

[New Client Welcome](#)



New Features

- 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



Technical News

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

- Client: 4.6.206
- Server Tool: 4.6.035
- Kiosk: 1.5.030
- EIS: 1.18.012

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

[Software Update](#)

Step One - Define the existing workforce scheduling process and the process costs.

We work with your project team to benchmark the existing workforce scheduling process and assign direct and indirect costs associated with the existing scheduling processes.

Step Two - Identify specific tasks to be automated and eliminated.

The use of ScheduleSoft's workforce scheduling software will provide automated interface with your ERP system, payroll, Human Resources and other workforce management applications. The project team will determine the best configuration method to support business and union rules for your operations. We will work with you to identify the steps in the automation process and define Key Results Areas leading to business improvement and cost savings.

Step Three - Define and quantify resulting administrative and labor cost savings.

ScheduleSoft works with the project team to develop a project proposal which includes a project timeline and project Return on Investment to be used to monitor and measure the success of the project.

Step Four - Install and Implement

Our project managers are on site to assist your team with system configuration to assure your system is flexible enough to be responsive to the needs of your customers and easily alter your worker scheduling as business demand dictates.

Step Five - Measure Results

We work with your team to measure cost savings against the previously defined Key Results Areas and the projected Return on Investment.

Step Six - Ongoing User Support

With the successful completion of the installation and system deployment, a member from the ScheduleSoft project team is assigned to provide proactive contact and support to the system users at your facility.

The success of an automated workforce scheduling project hinges as much on having properly defined the Key Results Areas and benchmarking their costs to the business at the start of the project as does the accurate implementation of work rules and procedures.

Setting Key Results Areas

As we work with our clients on developing quantifiable Key Results Areas, we find they typically fall into one of four categories.

- Administrative Costs
- Timely and Accurate Schedules based on business demand
- Overall labor cost reduction
- Employee Morale

Administrative Costs

Regardless of the industry, public or private sector, manual systems carry common costly and duplicate record keeping processes. Each supervisor schedules his department. In doing so, the supervisor maintains records relative to seniority, shift/overtime preferences, vacation, sick days, etc. This information is also compiled in Human Resources and, sometimes, even the Payroll Department. Automated scheduling centralizes basic worker information,



Suggestions

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Contact Us: news@schedulesoft.com



shift/overtime preferences and the scheduling process, keeping supervisor focused on managing the work flow in their department.

Timely and Accurate Schedules

The manual scheduling process requires supervisors to react once the demand has been set for their department and shift. Any unanticipated demand changes send the supervisor scrambling to send workers home, call in workers not been previously scheduled or assign overtime to the workers on site.

The automated interface between your business demand and worker scheduling allows business demand to be matched to workers and reviewed by supervisors within minutes. Supervisors can quickly make worker schedule changes for sick or personal leave time.

Overall labor cost reduction

With manual workforce scheduling, supervisors typically have visibility to only those workers in their department. The business experiences stranded labor in one department and a just-in-case labor pool available in all departments.

The ScheduleSoft solution provides visibility over the entire labor pool; their skills and preferences. An automated system allows qualified and willing workers to move between departments, filling vacancies and eliminating minimum pay requirements when no work is available.

Employee Morale

Manual scheduling systems are filled with suspicions of supervisor or scheduler bias and the resulting impact on employee productivity and moral.

An automated scheduling solution provides visible documentation of employee preferences and scheduling rules application. Our clients find employee moral improved and grievance filings and costs significantly reduced.

Benchmarking your existing workforce scheduling system focuses your team on the improvements of value to be gained from an automated workforce scheduling system. At ScheduleSoft we believe benchmarking and setting quantifiable Key Results Areas is the only way to select an automated workforce scheduling system. When quantifiable Key Results Areas are the project divers, we know ScheduleSoft will generate the cost savings to deliver the project's Return on Investment.

For more information about ScheduleSoft call 800.416.9006 or email us at marketing@schedulesoft.com

Feature Highlight

ScheduleSoft Project Management

The ScheduleSoft team of workforce scheduling experts is prepared to provide the level of project management your software installation requires, nothing more. The algorithms of ScheduleSoft 4.6 are robust enough to handle high-volume complex 24/7 multi-location operations, but equally applicable to single site locations with 100 or fewer employees.

Based on our experience implementing automated workforce scheduling, we have developed three Service Level Categories. Each category offers the level of professional services appropriate to the project complexity and the number of employees.

Service Level - Bronze

This level is tailored to those businesses with minimal process and worker rules complexity. At this level our Business Consultant provides the following support.

- Solution design consultation
- Configuration strategy guidance
- Support during your team's configuration efforts
- Training your team with off-the-shelf documentation

Service Level - Silver

At this level the application installation has become more complex. The number of employees is generally greater, worker scheduling rules are more complex and sometime overlapping and processes may require more skills. At the Silver Level (and at the Gold) we offer our clients the opportunity to choose from three levels of consultant support - Little, Some or Much. Project complexity is determined based on an automation needs analysis.

With "Little" support the client has decided the configuration strategies are such that the business's internal team is fully capable of handling the implementation.

At "Some" support, the ScheduleSoft and the client have determined the configuration strategy is more involved and the internal team will need more focused consultant support over the project timeline.

"Much" consultant support is used in complex configuration strategies to support complex business systems and worker scheduling rules.

The menu of services provided by ScheduleSoft at the Silver Level include

- Solution design consultation
- Dedicated Business Analyst who works with your dedicated resource
- Process management assistance for your Project Manager
- Solution auditing/validation
- Custom documentation
- Role-based training
- Parallel and Go-Live support

Service Level - Gold

Gold services are intended for those clients who prefer to have ScheduleSoft take a stronger project management approach. It is generally used in applications where business conditions do not permit staff members to take on additional assignments. At this level ScheduleSoft dedicates additional resources due to project complexity or to replace unavailable client resources. The menu of services at this level consist of

- Solution design consultation
- Unique assignment method designs (if required)
- 1 to 2 dedicated Business Analysts working with your resources
- Project Management consulting with your Project Manager

- Solution auditing/validation
- Custom documentation
- Role-based training
- Parallel and Go-Live support

Regardless of business size, the Service Level selection is determined by the client's available project resources. Most ScheduleSoft clients find their scheduling process has "Some" complexity and select the Silver Service Level.

To learn more about ScheduleSoft's tailored Professional Services and project timelines contact us at 800.416.9006 or visit us online at www.schedulesoft.com.



New Client Welcome

ScheduleSoft is pleased to welcome Kraft, Little Chute, WI to the family of clients who use ScheduleSoft to automate their complex workforce scheduling processes.

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

We look forward to providing Kraft, Little Chute with many years of cost savings derived from automated, demand-driven workforce scheduling.

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

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