



interflex

*Workforce Productivity  
for Service Companies*

# Workforce Productivity

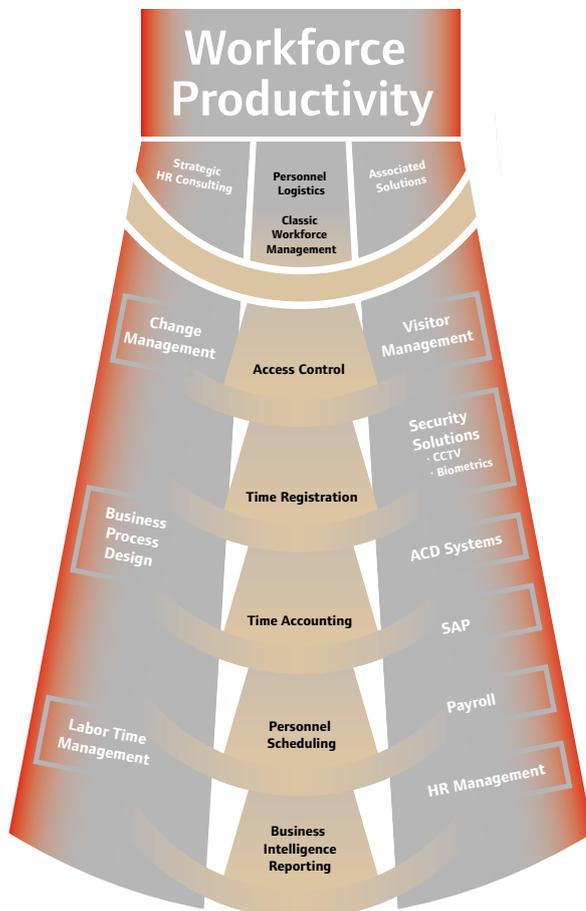
## – Why It Is Your Concern

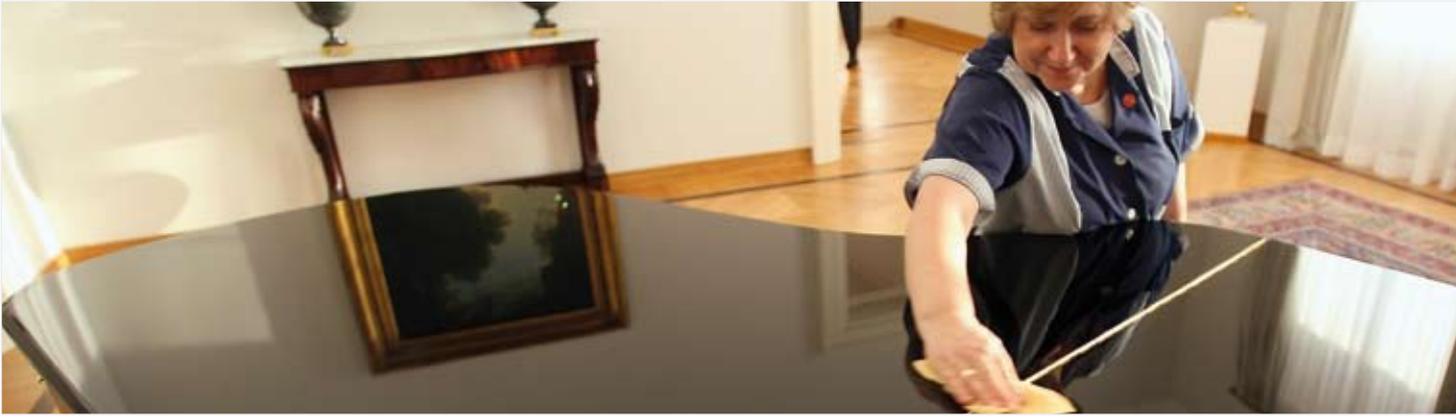
Nowadays, it is hard to find an organization or company that is not involved in profit maximization and process optimization. The methods applied range from increasing sales, and cost reduction programs up to measures to increase productivity. While these measures became state of the art in the automation of machine-oriented processes, the ‘human resource’ is not only gaining importance, but is the focus of future optimization efforts. Transparent yet comprehensive registration of manpower is the key to increasing

both productivity and profit. This begins when employees stamp-in and includes, among other things, planning of their daily tasks and the aggregation of employee data into key figures required by the management.

How to make best use of the optimization potentials available? Interflex Workforce Productivity solutions identify the necessary prerequisites and, compared with the classic Workforce Management, offer significant enhancement. Workforce Productivity stands for the comprehensive treatment of products, resources and consulting services, but focusing on the human element and his individual contribution to increase the revenue of a company or organization. That is why Workforce Productivity solutions not only encompass the classic Workforce Management but also strategic HR Consulting, such as Labor Time Management and associated solutions such as HR Management and security systems. Workforce Productivity highlights areas that are ready for optimization and covers everything from a single department up to complex organizational structures. Workforce Productivity is the basis for strategic and operational planning, and for decision processes resulting thereof.

It is the foundation for transparent and understandable processes and designed to increase productivity and efficiency within a company or organization.





### **Workforce Productivity – Personnel Scheduling for Service Companies**

such as restaurants and hotels has long been a matter of necessity, now extending to catering and food service companies, security and cleaning crews, express mail carriers and even the gaming industry. These companies live or die depending on the utmost satisfaction of their customers and so it is often a company's highest priority. The quality of services is substantially influenced by "the human factor". The key to success in the service sector is to keep your employees motivated, with special emphasis attached to personnel scheduling. Flexible and short-response-time staffing level adjustments, various contractual provisions of employment, restrictive legislation and collective labor agreements, flexible labor time models and employee preferences are only a

few factors that make personnel scheduling in this field a complicated task. Another complexity is the optimized allocation of appropriately qualified personnel to different assignments at different locations. The economic success of a company depends decisively on how these challenges are met. Shift schedules produced with paper and pen, or based on 'shoot-from-the-hip' experience, or even on a simple spreadsheet solution simply cannot keep up with present-day scheduling complexities. Interflex offers solutions which enable you as a service provider not only to optimize scheduling and payroll-related business processes but also to strategically manage your company's human resources – your most valuable asset.





# Daily Routine in Service Companies – Many Questions to Answer!

## **How Can the Right Personnel Be Allocated to the Right Place at the Right Time?**

Interflex solutions offer you comprehensive support not only in the long-term strategic but also in the operational scheduling of your employees. More than mere budget planning, long-term scheduling encompasses issues such as planning of vacation time, further vocational training, assigning trainees to the various departments and scheduling temporary workers and contractors when they are needed. Interflex' solutions reporting functions are detailed and full-featured, providing relevant information such as demand targets, personnel costs, vacation details, training hours or qualification-dependent work times. Information required for operative planning and for personnel scheduling is available online for easy access. For operational planning the information includes overtime, yearly labor time, indicator accounts or instruments and tools for the implementation of flexible labor time models. Online rule checks ensure that the current legal and collective labor regulations are respected, and the labor time limits and budget figures are

observed. The personnel scheduling software provided by Interflex enables you to achieve an optimum personnel scheduling and thus, utmost customer satisfaction.

## **How Can Maximum Transparency in all Business Areas Be Achieved?**

Up-to-date and precise benchmark figures are the basic requirements for making the right administrative decisions. Review on vacation details, absences and overtime, working hour schedules, and reports on the employment of temps-to-hire, contractors and loaned workers must be readily available. Will personnel costs and budget estimates be exceeded? What is the staffing level and work load situation in the different departments like? Can the workflow or efficiency be increased by a temporary transfer of employees from other departments? These are questions that are not easily answered if neither an integrated scheduling system nor a central reporting and controlling system is in place. By integrating time accounting into personnel scheduling to make a complete solution, the relevant work time and pro-



ductivity-related data is available online, accessible with a few mouse-clicks. History and forecasting enable you to keep track of all the data captured throughout the entire schedule period. Create the basis for future-oriented entrepreneurial activities!

### **How Can Standardized and Fully Integrated Operational Processes Be Created?**

The solutions of Interflex enable you to create integrated, easy-to-understand business processes including everything from shift scheduling, recording of actual work times, overviews for the personnel department, or key data, all the way to exporting your personnel scheduling data to your payroll system. Once the data has been entered into the system, all information from scheduling and time accounting will be available online to all departments and in an appropriate, useful form. Integration with your upstream or downstream business systems, such as time registration, personnel administration, payroll or cost and performance accounting will lead to a comprehensive solution. Administrative expenditures are significantly re-

duced and the error rate drops down to a low level. Ease the work load, give your qualified staff time to concentrate again on their core tasks.

### **How can I determine the appropriate shifts and labor time models?**

Service companies often try to meet the requirements of an unpredictable order situation by having flexible work contracts and time accounts. And, how can a manager be assured that these time accounts will 'balance-out' the end of the year? What can be done if most of the resources are allocated towards the end of a business year? Will the applied shift schedules be appropriate to meet any potential order situation, or will demand-oriented skeleton schedules be needed? Strategic labor time management proposed by our consultants will ascertain the answers to these pressing questions. Using our experience and methods, we create demand analyses and develop and implement shift schedules and labor time models meeting the specific requirements of your company. Reactive scheduling based on inad-

equating planning of previous months is a thing of the past.

### **Sustained employee motivation – How can it be achieved?**

The personnel scheduling solution provided by Interflex permits the application of demand-oriented labor time models, even considering employee preferences regarding work time and days off – within limits, of course. Our solution provides all the decision support tools required to ensure fairness in personnel scheduling. Your employees become involved, and will gladly participate in the scheduling process when they recognize these advantages, which in turn will lead to high scheduling reliability. This provides confidence and increases the motivation of your employees.

### **How Can I Get Reliable Forecasts?**

In most cases, your experienced team leaders do indeed have the right ‘gut’ reactions to your scheduling concerns. The intuition and experience your team leaders have acquired in personnel scheduling cannot be replaced by anything else. The Interflex solution is built around what managers already know. The more complex the relationships of scheduling parameters such as outstanding order quality, service level and required staffing are, the more indispensable the support provided by professional tools like the Interflex solution becomes – and it allows your managers to generate schedules with even greater detail. Our efficient forecast modules provide information on shift and day-to-day-related staffing levels that is needed as a basis for personnel scheduling. All the data required are accepted, evaluated and processed for automatic demand assessment by the integration of upstream order management systems.



# Optional Solutions for Service Companies

## Online Time Management and Access Control

More than ever, security and the integrity of your company's safe operations play an important role, especially in sensitive areas. Doors, gates, office premises and bureaus must be protected against unauthorized access. When visitors are admitted to protected areas, their movements must be thoroughly monitored while on site. This is what the Interflex access control system is responsible for. The system also allows recording of attendance and absence times. Not only incoming and outgoing time stamps are recorded but also absence times, i. e. when employees are out on business or on vacation. You get time account management at no extra effort.



## Offline Solutions

Offline access control systems are flexible yet low-cost security and time recording components offering highest comfort. The stand-alone door-access terminals can be easily mounted, do not require any network connection, and provide a reliable and fast security solution. The offline devices offer the advantage of sharing credential devices with other Interflex systems, and, due to their compatibility, your existing badges (including those from Proxif, LEGIC and Mifare) can be used with these access control and time management systems.



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We support our customers and provide our services from 35 business locations in 12 countries around the world. For further details, please refer to our homepage.

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