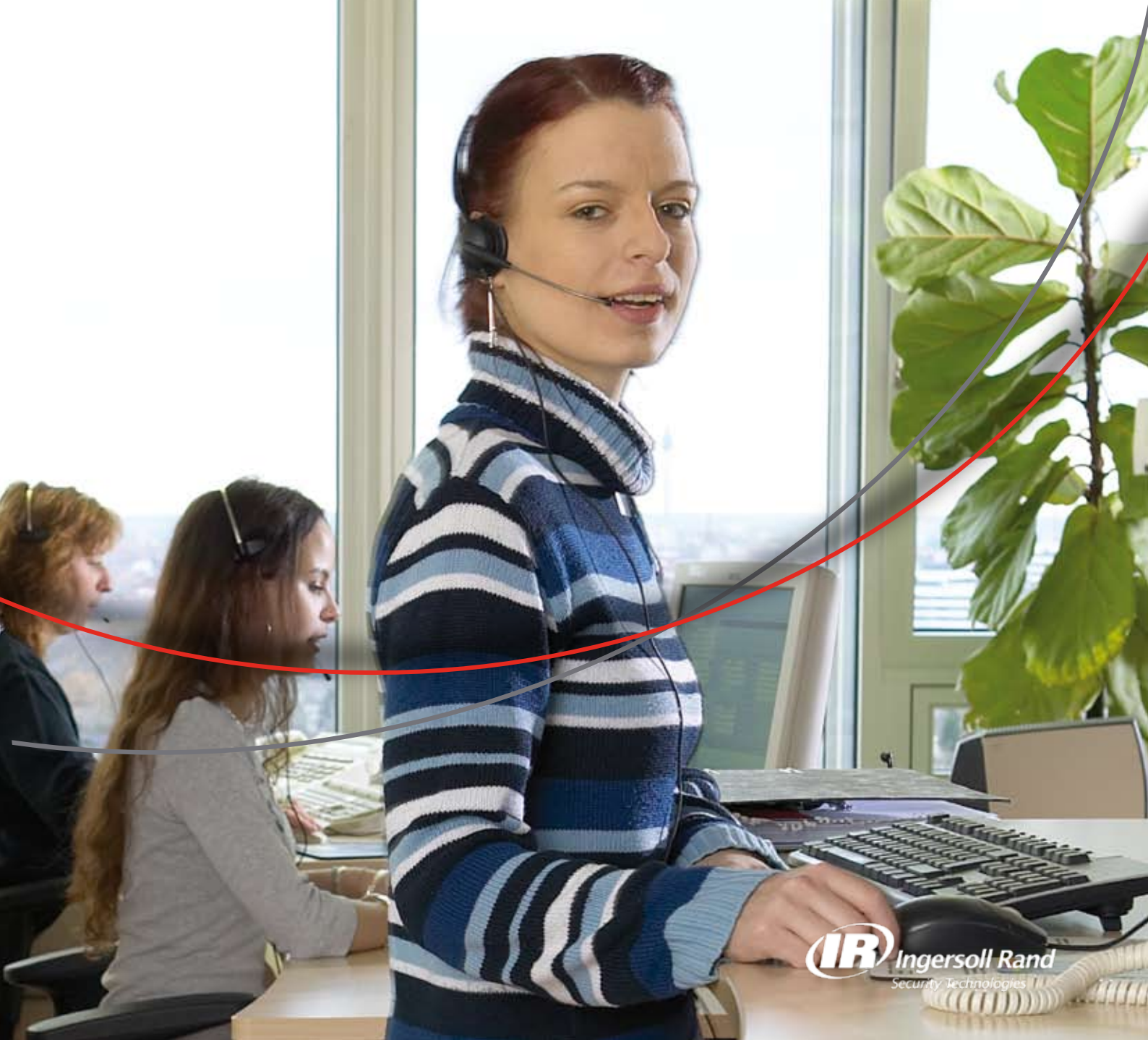




# *Workforce Productivity for Contact and Support Centers*

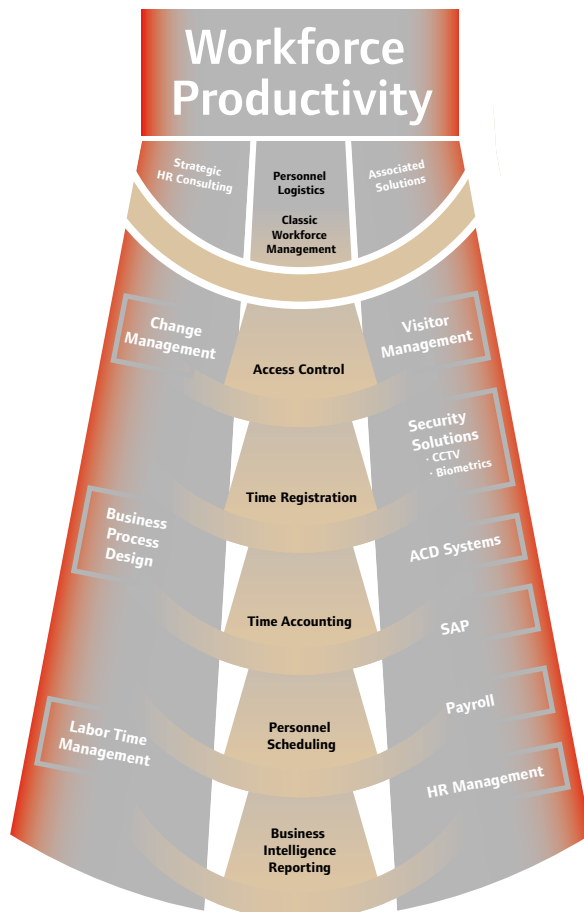


# Workforce Productivity

## – 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 for Contact and Support Centers**

Only those who understand the complexity will be able to master the details. Workforce Management alone no longer meets the demands of today's call-center market. Hours worked in regard to 'supply and demand' has become too simplistic. Stiff competition and a highly-specialized workforce mandates comprehensive solutions that are as unique and flexible in their implementation as your company. Due to transparency and excellence on all levels, Workforce Productivity not only enables you to make quality products, but also to earn your customers' loyalty, acquiring new customers and yielding better business results.

Workforce Productivity solutions are unique because they employ a multi-dimensional perspective, considering not only all the spheres of influence but also their interaction throughout various planning phases. Specific spheres of influences and leading questions associated with them include:

- Your company – What kind of company culture would you like to create?
- Your employees – How shall your employees be integrated into business and planning processes and which communication style shall be applied?
- Your business - Are you a generalist, a specialist, an in-house call center or a

service provider? And, what are the requirements resulting from the above mentioned for your planning and controlling processes?

- Your customers – What measures have to be taken to strengthen your individual customer basis?

Workforce Productivity provides all the relevant data on each sphere of influence and at any phase of the planning process so as to enable you to take the right decisions not only with regard to the long-term strategic approach but also in medium-term tactical management and in operative daily business. Our Workforce Productivity solutions include the following:

- Labor time and process management consultancy by industry experts
- Established management information systems providing the required key figures
- IT-solutions on modular basis which can be combined so as to meet your requirements
- Complete integration into existing systems and process environments

With Workforce Productivity, you rather focus on integrated solutions than on partial ones. Design your market success with Interflex Workforce Productivity solutions. They help you to always be the decisive step ahead of your competitors.



# Daily Routine in Contact & Support Centers – Many Questions to Answer!

## **Your Company**

### **Workforce Management – What Is the Best Planning Philosophy for My Company?**

Preferred intervals, shift assignments, times of availability, shift models, etc.

Work with experienced labor management consultants to create a model that suits your situation best. With the planning solution of Interflex you can run all known shift models and combine them in multiple ways. If your business processes change, your employees will be able to implement the necessary adaptations without help. No programming. No extra costs. Just do it.

### **Strategic Planning – Same Procedure as Last Year: Fishing in Murky Waters?**

Same procedure as every year? While creating the business plan for the next year, consider how you manage your human resources in the light of the existing dynamics. Which ratio between full-time employees, part-time employees and students would be the most favorable for your business? When and how

many people have to be taken on as employees? What contractual arrangements must be made and what funds must be budgeted? Interflex Workforce Productivity solutions provide all the information that has relevance to the transparent simulation of various scenarios. Our expert consultants will provide support in the correct interpretation of results and in making the right decisions. On the job experience will soon enable you to do it without assistance.

## **Your Employees**

### **Motivation – What You Do well Is often a Matter of Knowing What You Like to Do, Isn't It?**

Employees, who think in a business-like manner and who realize they are being treated fairly when it comes to personnel scheduling, are highly motivated. Team leaders, who immediately have the relevant facts available, no longer dread, making necessary decisions. The same applies to managers, who can now simulate their business for near-term and long-term approaches and, always having an



eye on the key business figures. You can be confident: The Interflex solutions instill a sustained motivation boost in your workforce.

### **Health Management – How Can Employers Improve the Employees Health?**

The short-term nature of scheduling cycles often associated with the Call Center sector (sometimes, only a few weeks) has immediate impact on shift scheduling. Employees want to plan ahead, just as much as businesses need to. Lack of confidence in the planning and advance scheduling can be a stress factor and discontentment. Any system you can employ to demonstrate better planning and job certainty can alleviate these pressures. Even so, you will still encounter fluctuations and reassignments. Our sophisticated labor time management methods have enabled even highly flexible call centers to achieve up to 80 percent guarantee in scheduling leisure times – and this percentage was achieved on the basis of a preliminary estimating period of up to twelve months.

### **Your Business**

#### **Forecasts – Still Using a Crystal Ball?**

Is your workforce forecasting as unique or specific as your customers are? Is it necessary to create new forecast models and new reports for each customer?

The new Interflex Forecast module is designed to enable you to create customized and project-specific workflows, calculations and reports. What you get, are absolute simplicity with creative flexibility - rather than a fixed black box whose function cannot be understood. Is that too much of a good thing? Of course, a ready-to-go solution is available for the asking.

#### **Are There Really no Means to Deal with the Short-Term Nature of Our Business?**

Shouldn't you have methods to handle the most valuable resource – your employees – moderately and in a future-oriented manner, despite the short-term nature of the service industry?

Yes, Interflex can help you with that. Work with our consultants to create models which permit realistic long-term planning, even in a short-term environment. Our experience includes some service providers in the market who are able to schedule up to 75 percent of their total capacity for six to twelve months in advance.

#### **Intraday Management? You Think, Good Planning Is Enough?**

Intraday management allows compensating for the unknown incalculable events during regular business hours. Interflex provides the



relevant data, and we can recommend what to adjust. As seen on our online monitor showing cross-system data, we utilize both the technology and the know-how of universally applicable management information systems that have proven their excellence.

### **The More Projects, the More Data – Does this Put Transparency into Question?**

You want transparency in job performance of your employees and in the value-adding of projects? At any given time?

Sure. No problem. Benefit from the opportunity to record data not only by means of traditionally time recording systems but also via many web-based applications, ACD systems or via other systems. Data is automatically processed and made available in the appropriate formats. Identify critical data and generate reports together with Interflex consultants that will help put your company on the road to success.

### **Your Customers**

#### **Acquiring New Customers = Russian Roulette?**

A prospective buyer wants to place an order at short notice – Your task: Quickest possible project calculation on the basis of available resources – Your challenge: Work time budgets, heterogeneous employee costs, correlations with other projects, etc. – Your goal: A properly calculated price quote that includes a realistic profit margin and can convince the prospective buyer to become a customer.

If required, our solutions provide you with all the relevant information. Data, such as the personnel cost incurred by a new project and to what extent your current projects will be impacted by the new client are available at one glance.

An Interflex solution is an excellent way to master not only your operations planning duties but also monitor economic efficiency of your company's workforce resources.



# Additional Solutions for Contact and Support Centers



## Online Access Control

Security plays an ever-increasing role in Contact and Support Centers. Highly sensitive and competing sectors at one's customers' must be protected against unauthorized access. Sectors must clearly be separated and access zones defined. This is what access control in Contact and Support Centers is ultimately responsible for. Interflex provides the complex solutions and delivers the flexible security concepts required for each area.



## Offline Solutions

Offline access control is a flexible and low cost security component offering highest security and comfort. Autonomous terminals do not require any network connection and represent a reliable yet simple security solution. Badges from leading suppliers (including Proxif, LEGIC and Mifare) can be used at the access control and time management systems. Credential readers can easily be fitted on existing doors. All of these elements add up to increased flexibility and advantages of the Interflex solution.



Interflex certificeret partner

# LSR-Consult ApS

## LSR-Consult ApS

Buchwaldsgade 50 · 5000 Odense C

Tlf.: 30 51 68 99

E-mail: [info@lsr-consult.dk](mailto:info@lsr-consult.dk) · <http://www.lsr-consult.dk>



Ingersoll Rand's Security Technologies Sector is a leading global provider of products and services that make environments safe, secure and productive. The sector's market-leading products include electronic and biometric access control systems, time & attendance and personnel scheduling systems, mechanical locks, portable security, door closers, exit devices, architectural hardware, steel doors and frames as well as other technologies and services for global security markets.

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.

### Interflex Datensysteme GmbH & Co. KG

Zettachring 16 · 70567 Stuttgart (Germany)

Phone: +49 711 1322-0 · Fax: +49 711 1322-111

eMail: [info-interflex@irco.com](mailto:info-interflex@irco.com) · [www.interflex.de](http://www.interflex.de)