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# **WORKFORCE SCHEDULING**

## **DO BUSINESS BETTER.**

Delivering staffing levels that align with your organization's strategic business goals can make the difference between turning a profit and losing a customer. Complex organizations with large hourly workforces not only face the challenge of efficiently deploying their people, but also keeping employee initiatives in line with business objectives. Shrinking corporate budgets, changing government regulations, shifting employee preferences, fluctuating labor requirements, and increased employee demands often create conflicting scenarios. The key to meeting the challenge is to have a software solution that helps you accurately forecast, schedule, and optimize workforce deployment no matter how complex your business landscape.

## LEVERAGE EXPERIENCE.

At Infor™, our experienced professionals are helping forward-thinking companies like yours solve their toughest business challenges. That understanding is built into Infor WFM Workbrain Workforce Scheduling, a comprehensive solution for aligning workforce with workload while balancing a multitude of constraints—including corporate budgets and directives, local labor laws, and union rules. We can help you:

- ▶ Effectively and efficiently manage schedules across the organization
- ► Improve service levels by matching employee skills, qualifications, and preferences to customer demand

- ▶ Enhance customer satisfaction and your bottom line
- ▶ Increase employee satisfaction to improve retention

#### **GET BUSINESS SPECIFIC.**

Part of the Infor WFM Workbrain suite, Workforce Scheduling helps ensure that appropriately skilled employees are available when the workload demands they should be, at the optimum cost to you. Offerings include:

- Multi-view scheduler. Create and edit more sophisticated schedules by having the solution auto-assign relevant employees to meet required demand. Features include a search tool for finding replacement and relevant employees, real-time workload coverage indicators, key summary statistics, and an easy way of booking employee absence.
- ▶ Labor forecasting and schedule optimization. Create demand-driven schedules using highly sophisticated mathematical algorithms. Advanced labor forecasting caters to a variety of workload inputs and demand-defining metrics to produce an accurate model of labor requirements.
- Schedule bidding. Improve employee satisfaction and retention with an online marketplace that facilitates employee shift bidding relative to availability or patterns and employee rankings.
- Real-time self-scheduler. Allow employees to create their own schedules by selecting from predefined shifts.
   Validation is applied against configured scheduling rules to respect internal policies and external regulations.
- Shift trading. Permit employees to trade shifts with other qualified employees to offer greater schedule flexibility.
   Trades are validated against constraints to ensure they meet internal and external rules and regulations.
- Schedule compliance. Fully integrated with the various scheduling modules, this offering governs the schedule creation processes. Users will be notified in real time when employees cannot be scheduled because certain shifts, hours, or days break with company policy, regulatory labor laws, and employee-based constraints.
- Skills and competencies. Effectively track and monitor employee qualification requirements.

Availability management. Monitor employee availability and associated availability change requests in real time. Through integration with the scheduling process, prevent and control staff shortages when approving time-off requests.

#### **SEE RESULTS NOW.**

Workforce Scheduling has built-in expertise and best practices that reduce implementation time and deliver faster ROI. From the outset, you'll start to see immediate benefits:

- Effective and optimum schedules distributed exclusively on web-based technology—via internet and intranet, or through kiosks
- Compliance with union rules, government regulations, and corporate policies
- Automation and optimization across your organization, at all business units and types within a single application

Workforce Scheduling provides everything you need to streamline scheduling processes so you can focus on strategic objectives—and help transform your company into the innovative, agile organization you want it to be.

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