Customer Profile

Itella saves through better scheduling with Infor Workforce

Facts at a glance

Solution: WFM
Products: Infor™ Workforce Management
Industry: Business Services
Country: Finland

"We can see into the whole workforce management process. We can see the workload and plan the schedules, and we can see the results."

—Heikki Junnila, HR Director, Itella

About the company

Itella Group is a service business focusing on information and product flow management. The company assists organizations with selling and marketing, delivery, and invoicing activities, and operates in northern and central Europe, as well as in Russia. In Finland, its home base, Itella's key mission is to provide daily mail services throughout the country. Almost 17,000 mail carriers and sorters ensure the delivery of all postal items to Finland's 2.5 million households. Itella also provides early-morning newspaper delivery.To learn more, visit www.itella.com.

Challenges

- Reliably deliver mail and early-morning newspapers to 2.5 million households in Finland, five days a week.
- Schedule all employees to comply with Finland's complex employee and holiday entitlement program and union rules.
- Successfully compete in the deregulated European postal market.
- Calculate workers' pay correctly.

Benefits

- Streamlined labour processes and eliminated bad practices.
- Reduced understaffing and overstaffing because of managers' ability to see the workload and accurately plan schedules, and see the results to make adjustments.
- Achieved considerable savings from more accurate and consistent calculation of employee pay—done automatically with custom, plug-in forms.
- Optimized planning, forecasting, and scheduling for high volumes of staff within complex union rules and state regulations.
- Gained more time for supervisors to focus on productive, fulfilling, and value-add activities.
- Acquired real-time reporting that helps managers make better decisions more quickly.

"Volume-based planning is our major issue, and we wouldn't have been able to implement it without Infor Workforce."

—Mari Hirvonen, Development Manager, Itella

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