



WORKFORCE CENTRAL SUITE

Scheduling

Optimize Labor Scheduling and Productivity



GAIN A COMPETITIVE EDGE

with Automated Employee Scheduling

Many industries face fluctuations in workload demands and labor resources. The ability to meet these ever-changing variables with appropriate staffing levels is crucial to achieving consistent productivity, reliable performance, and favorable bottom-line results. However, the difficulties of allocating labor resources based on highly variable workload demands are numerous and usually cannot be addressed by inefficient scheduling processes — especially those based on manual methods or nonintegrated systems.

These challenges often cause organizations to struggle with decreased productivity and performance in one area while qualified employees in other departments are underutilized. Many organizations also find that absenteeism and fluctuating demand contribute to increased labor costs resulting from unproductive time and overtime use. Others become exposed to liabilities from scheduling unqualified employees for skilled positions, something that can result in lawsuits, grievances, and workplace errors arising from inconsistent scheduling practices.

But using an advanced scheduling solution gives organizations comprehensive, insightful views into their labor resources, which are then easier to align with demand. Managers accomplish this by using automated scheduling tools to plan and create efficient schedules that increase labor utilization and reduce costs. This allows managers to spend more time on core business activities, such as enhancing employee performance, productivity, and customer satisfaction, which can sharpen your organization's competitive edge.

That's where Kronos' Workforce Scheduler™ solution comes in.

WORKFORCE SCHEDULER

Maximizes Labor Productivity

As an integrated component of the Kronos® Workforce Central® suite, Workforce Scheduler provides a powerful solution that addresses your complex scheduling needs. With Workforce Scheduler, managers can anticipate staffing requirements as well as quickly react when unanticipated circumstances put productivity at risk. From controlling labor costs to simplifying compliance to empowering employees, Workforce Scheduler can help you get the most from your workforce.

Using centralized information about your workforce and business, Workforce Scheduler helps you maximize labor utilization and productivity. Empowering you to make better-informed, proactive scheduling decisions that align your workforce with demand, Workforce Scheduler eases administrative burdens, minimizes labor costs, and helps improve organizational performance.

Important advantages of Workforce Scheduler include the ability to:

REDUCE RELIANCE on overtime and contract labor.

INCREASE PRODUCTIVITY, efficiency, and profitability.

ALIGN WORKLOAD DEMANDS with available labor resources.

BALANCE NEEDS of customers, employees, and your business.

By giving you greater visibility and control of your entire labor force, Workforce Scheduler provides intuitive information and the tools you need to create the best possible schedules. Automating your time-consuming scheduling processes and accessing the exact information you need — including staffing requirements, employee skills, availability, and hours worked — allows you to easily make swift decisions that cost-effectively put the right people in the right place at the right time.

ACHIEVE BOTTOM-LINE RESULTS with a Comprehensive Scheduling Solution

Workforce Scheduler empowers you to maximize the use of your organization's most valuable asset and largest controllable expense — your workforce. By providing clear visibility of available employee resources across your entire organization — as well as automated tools designed to facilitate the decision-making process — Workforce Scheduler helps you balance your scheduling needs with labor costs, productivity, workplace satisfaction, and your bottom line.

Giving managers real-time access to essential information — using intuitive, web-based tools right at their desktops — also simplifies the process of making cost-effective scheduling decisions, by automatically taking into account compliance-related factors, such as government mandates, labor contracts, and organizational policies. And the ability to consistently apply pay and work rules across your entire organization can help improve employee satisfaction, productivity, and retention.

In addition, Workforce Scheduler can facilitate decision making as workload demands change. It does this by automatically generating best-fit schedules based on a wide range of user-defined parameters, including workload and coverage requirements, labor costs, employee certifications and availability, and compliance constraints. And when managers need help filling open shifts on the fly, the solution can automatically create lists of available, qualified, and cost-effective replacements.

Key differentiators of Workforce Scheduler:

- Enhanced visibility and control helps you create efficient, cost-effective schedules.
- Streamlined scheduling enhances labor utilization, productivity, and compliance.
- Improved employee satisfaction is achieved by considering employee preferences.
- Automated tools allow managers to make rapid, effective scheduling decisions.



With Workforce Scheduler you're empowered to:

Enhance labor utilization

With Workforce Scheduler you can efficiently maintain productivity and performance while meeting your business goals by making sure the right people are scheduled to work at the right time. You're able to plan and create efficient, work-driven schedules that identify best-fit workers and replacements based on a number of criteria, including availability, skills, seniority, and hours worked. And Workforce Scheduler can factor in anticipated workloads to create schedules that balance labor with demand.

Increase control over labor costs

Workforce Scheduler provides clear views and automation tools that can help you better manage labor to budget by identifying employees with the skills and availability to fill open shifts at the lowest possible cost. The solution also tracks hours worked for all employees in real time, helping control overtime use whenever possible by selecting cost-effective, qualified replacements to fill coverage gaps. This enables you to distribute hours economically across your entire workforce while limiting overtime use.

Reduce risks of noncompliance

Through automation, Workforce Scheduler reduces the administrative burden of managing policies, rules, and regulations when building schedules. The solution can be configured using scheduling rules that automatically track employee qualifications, certifications, and seniority so you can better manage labor-related compliance while considering workload requirements. Tracking compliance with government mandates and union rules also helps organizations avoid legal liabilities, grievances, and disputes.

Improve employee satisfaction

Workforce Scheduler helps you create fair and equitable schedules that balance the needs of employees with the needs of your business. For example, managers who need to schedule by seniority or skill level can easily access this information — along with employee availability and worked hours — to create efficient, cost-effective schedules that balance employees' work and personal lives.

INTEGRATED SCHEDULING

Helps You Plan, Build, and React

Workforce Scheduler gives your managers greater information about and insight into the workforce so they can make the most efficient, cost-effective use of your valuable labor resources. And the solution's automation tools simplify the process of creating and revising schedules, resulting in even greater productivity. Essentially, Workforce Scheduler gives managers the visibility and control they need to make scheduling decisions that maximize employee utilization.

Workforce Scheduler empowers your managers to build optimized schedules and make informed staffing decisions right from their desktops, using three powerful applications:

PLAN — Workload Planner

The Workload Planner helps managers determine their coverage needs. It provides a view of scheduling data that tracks the details of each required position, including where the job needs to be performed, what skills are required, how many positions are needed, and when the work needs to be completed. This allows managers to view, access, and manage labor needs based on anticipated workloads weeks in advance.

BUILD — Schedule Planner

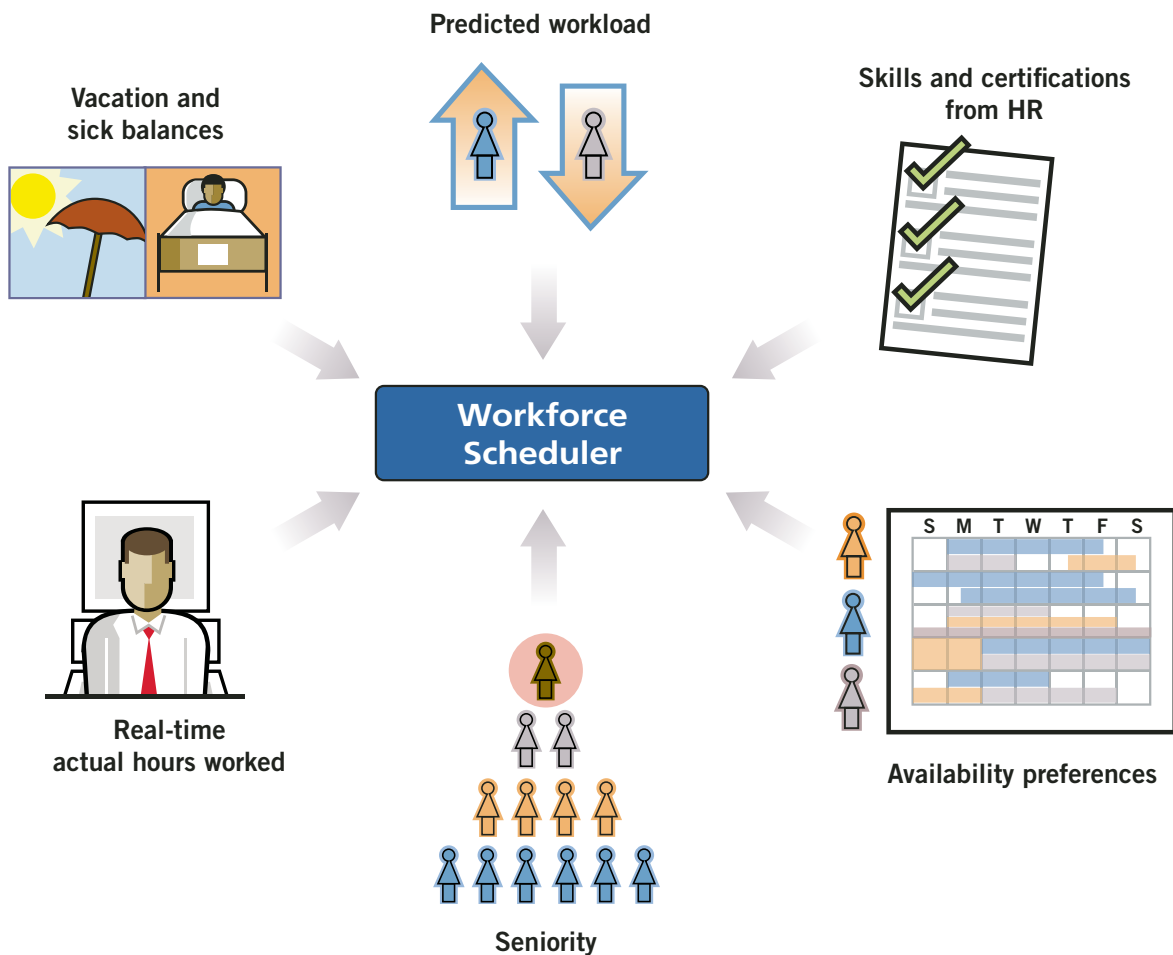
At the heart of Workforce Scheduler is the Schedule Planner, a powerful tool that enables frontline managers to consistently create efficient, fair, and cost-effective schedules. Managers can create schedules in views anchored by each person, position, or shift — matching employees to jobs or jobs to employees, depending on which is easiest and most effective for a particular scheduling task. Also, Schedule Planner can automatically generate best-fit schedules based on criteria such as workload or coverage requirements, labor costs, employee certifications and availability, and compliance constraints.

REACT — Call List

Using the automated Call List tool, managers can quickly identify the most appropriate labor resources available to fill open shifts. Used when complex scheduling decisions must be made on the fly, this feature applies configurable business rules to automatically create lists of employees based on a variety of factors, including seniority, skills, compliance, as well as employee preferences and availability.

SCHEDULING INFORMATION ALL IN ONE PLACE

Workforce Scheduler provides one source for a full range of views into your organization's scheduling information. Your managers have the tools they need to create optimized schedules, placing the best-fit employees in the right place, at the right time, and at the lowest possible cost.



A SOLUTION THAT MEETS THE NEEDS of Diverse Industries and Organizations

Deploying your workforce in the most efficient, flexible, and cost-effective manner possible is crucial for success. A key component in maximizing efficiency is a scheduling process that balances business demand, costs, and compliance with employee skills, availability, and preferences. Without such balance, organizations can lose their competitive edge.

Workforce Scheduler helps managers employed in many different industries — including healthcare, manufacturing, and retail — make scheduling decisions that help reduce labor costs and compliance risks, as well as improve productivity and employee satisfaction.

HEALTHCARE: *Balance labor costs with quality care*

Rising labor costs continually underscore the need for nurse managers to fully leverage available staff resources. Workforce Scheduler provides the visibility and control to draw resources from overstaffed units that are below overtime thresholds, rather than relying on overtime or agency labor.

No longer limited by isolated systems and outdated processes, nurse managers can quickly identify coverage issues, then access an interactive list of nurses available to fill shifts based on staff qualifications, availability, and seniority. With this information, Workforce Scheduler makes it easy to monitor compliance with labor laws, union agreements, and Joint Commission regulations.



MANUFACTURING: *Match labor resources to demand*

Now managers can effectively distribute their workers to meet workload expectations, even when variable demand impacts production. Workforce Scheduler identifies which workers have the right experience and training to cover a shift, as well as those below defined overtime thresholds, allowing managers to cost-effectively and efficiently manage labor across an entire facility.

Because Workforce Scheduler automates time-consuming processes and enables employees to interact with the system from any location by using a desktop PC or badge terminal, two-way communication between employees and managers is greatly improved. Managers, meanwhile, are better able to enforce schedules and monitor compliance in real time because labor data is captured at the source. And in union environments where shifts must be offered according to seniority, managers can easily view lists of available workers organized according to seniority, thus reducing the risk of fines and grievances.

RETAIL: *Reduce labor costs while enhancing service*

Because profitability is highly dependent on how well labor costs are controlled, store managers welcome the ability to anticipate labor needs more accurately. Workforce Scheduler allows store managers to leverage business and labor forecasts when creating schedules. Managers are better able to avoid overstaffing (which drives labor costs up) and understaffing (which drags customer service down). It also gives them access to precise schedule costs, which streamlines planning and accountability.

With Workforce Scheduler, managers have the tools to staff their stores with the right mix of employees based on anticipated customer volume. They can effectively meet demand by fully leveraging employee resources via cross-department and cross-store scheduling. Along with the ability to track worker availability, store managers can accommodate employees' work and life needs whenever possible. And happier employees deliver a better customer experience — which helps to drive higher sales.

AN INTEGRATED COMPONENT OF the Workforce Central Suite

One of Workforce Scheduler's most powerful benefits is its seamless integration with time and labor, self-service, and analytics applications within the Workforce Central suite. For example, the tight integration between Workforce Scheduler and Kronos' time and labor solutions means planned schedules are created using up-to-date time and attendance information, which allows managers to easily and quickly make better-informed scheduling decisions.

Because the centralized information used by Workforce Scheduler always remains in sync with other Workforce Central applications, managers can consider the number of hours worked for each employee, as well as employees who are approaching overtime or scheduled for time off, thus contributing to cost-effective scheduling. And since crucial employee information — including certifications, seniority, and leave balances — is updated and shared within the system in real time, Workforce Scheduler automatically considers compliance-related rules and policies during the scheduling process.

QUICK AND EASY ACCESS TO INTEGRATED INFORMATION ALLOWS YOU TO:

- Analyze job coverage across the organization.
- Find available, best-fit employees for open shifts.
- Evaluate replacements by availability and compliance.
- See potential scheduling conflicts and rule violations.
- View expired and soon-to-expire certifications.
- Compare productive to nonproductive hours.

Enhancing Organizational Performance

Workforce Scheduler provides bottom-line results by enabling managers to spend less time mired in inefficient administrative tasks and more time improving employee performance, departmental efficiency, customer service, and other key metrics. Automated scheduling can help enhance employee satisfaction by promoting scheduling consistency and fairness; for instance, overtime can be distributed equitably, eliminating the appearance of favoritism. Your organization can also realize substantial advantages from flexibly integrating Workforce Scheduler with other third-party business systems, including ERP, payroll, and human resources applications, for added business versatility and insight.

Kronos Is the Right Company for Your Workforce Management Needs

Who is Kronos? We are experts who empower organizations to effectively manage their workforce. With three decades of experience, we are solely focused on delivering an integrated suite of software and services that enables organizations to reduce costs, increase productivity, improve employee satisfaction, and ultimately enhance the level of service they provide.

No other workforce management vendor can match our track record of revenue growth and stability, our near-perfect customer satisfaction scores, or our aggressive investments in research and development. More than 30 million employees around the world use a Kronos solution every day. Why? Because it's a solution that works.

Put Kronos to work for you:
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of People and Business[™]

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