excelforce

Scheduling Solution

Put the right person in the right place at the right time

Workforce scheduling can be a complex, time-consuming, and downright frustrating task. You need to match employee availability, preferences, seniority, pay rates, skills, and certifications with fluctuating business demand to maximize productivity, engagement, and profits. But trying to schedule a diverse workforce using spreadsheets and semi-automated systems too often results in overstaffed shifts, shorthanded rushes, excessive overtime, employee disengagement, and even compliance issues. How can you schedule the right person with the right skills in the right place at the right time without overspending your budget or burning out your employees?

Our scheduling module, part of our unified human capital management (HCM) suite, automatically generates best-fit schedules based on your organization's unique requirements to help control labor costs, minimize compliance risk, improve productivity, and drive employee engagement. Easy-to-use tools and automated workflows simplify creation of best-practice schedules that align staffing with budget and demand. Automatic enforcement of scheduling rules and policies helps avoid employee grievances, litigation, and fines. And real-time visibility into accurate employee data, labor costs, and demand enables managers to make intelligent staffing decisions on the fly.

Manage your labor spend with effective scheduling

Keep labor costs under control without compromising service quality or delivery performance. Our scheduling module makes it easy to create accurate schedules that align staff coverage with known demand or calculated workload. That way, you can minimize the wasteful overstaffing, reliance on contract workers, and overtime pay that can send labor costs soaring. Automated alerts notify you when schedules exceed budget limits, so you can make appropriate adjustments to keep labor costs in check.

Automatically generate demand- and volume-based schedules

Our scheduling module makes it easy to define actual demand throughout the day and build shifts to match workload requirements, saving you valuable time when creating employee schedules. Robust Workload Manager functionality lets you configure unique business rules, including volume measure by industry, day part shift boundaries, and staffing ratios mandated by scheduling policies, union rules, and labor laws.

The system imports a workload forecast or uses transactional data — patient census, production orders, seasonal promotions, and more — to calculate predicted demand. Then it automatically creates the optimal shift structure based on the forecast and defined labor standards. You can run forecasted versus scheduled coverage reports and use historical volume data to manage your workload for an upcoming schedule period.

Key Benefits

» **SCHEDULE THE RIGHT EMPLOYEE** with the right skills in the right place at the right time

» **CONTROL LABOR COSTS** by making informed scheduling decisions that take into account budget constraints

» **IMPROVE WORKFORCE PRODUCTIVITY** by aligning staff coverage with fluctuating business demand

» **DRIVE EMPLOYEE ENGAGEMENT** by giving workers more control over their schedules via self-service

» **MINIMIZE COMPLIANCE RISK** by automatically enforcing scheduling policies, labor laws, and union rules

» **AVOID SAFETY VIOLATIONS** by scheduling employees with the right skills and certifications for the job

» **SIMPLIFY SCHEDULE CREATION AND MANAGEMENT** so managers can focus on strategic priorities

| Set up your business rules | Import or calculate forecast | Schedule to workload coverage |

Build best-fit schedules that support compliance

Once the schedule is built, our scheduling module can automatically fill open shifts to maximize productivity and minimize compliance risk. The powerful scheduling engine sorts through employees based on predefined criteria — availability, preference, skills, certifications, seniority, company policies, union rules, labor laws, and more — and assigns the right person to each position. Or you can choose to fill shifts manually. The system lets you know when scheduling actions violate established rules, enabling you to make changes and stay in compliance.

Make intelligent staffing decisions on the fly

Real-time visibility into the workforce allows you to handle staffing changes on your own terms to control labor costs without jeopardizing productivity or service levels. Need to fill an open shift due to an unplanned absence? Forget about paying unnecessary overtime or hiring contract workers. Our scheduling module automatically generates a prioritized call list of qualified workers based on availability, seniority, skill set, and more, so you can fill shifts with the right person at the right cost.

Empower employees and boost engagement

Give employees more control over their schedules for improved engagement. Self-service tools empower employees to be more autonomous while making the scheduling process more transparent. For example, employees can pick up open shifts based on their qualifications — from their desktop or mobile device — and receive an email notification whenever a new schedule is posted.

Automatic enforcement of scheduling policies helps ensure fair, equitable treatment of all employees. Managers can configure and apply scheduling rules to help minimize employee fatigue and burnout that compromise safety, erode morale, and lead to costly turnover. With our scheduling module, it's easy to generate schedules that take into account hours per day, hours per week, and consecutive days worked to keep employees alert, productive, and satisfied on the job.
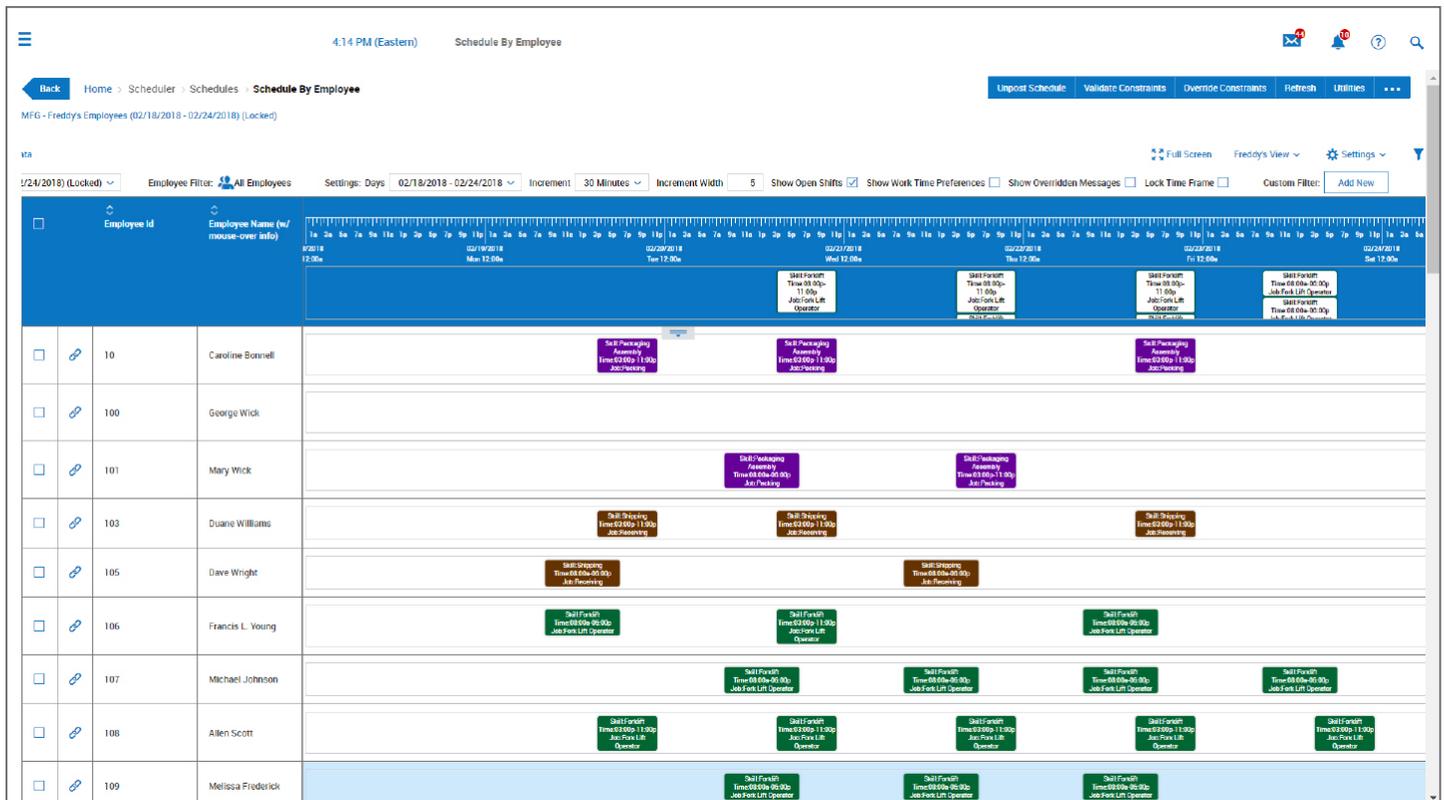
Our scheduling module gives managers real-time visibility into shift distribution and total scheduled hours for each employee, along with shift start and stop times, cost center, and skill scheduled.
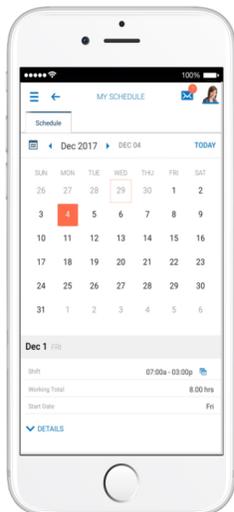
Employees can readily view their weekly schedules — from a desktop or mobile device — via self-service.

- **Coverage Maps:** Quickly pinpoint open shifts that still need to be filled in a given schedule

- **Forecasted vs. Scheduled Coverage:** Compare predicted workload to scheduled shift coverage to help avoid understaffing or overstaffing

- **Schedule Summary by Employee:** Get a snapshot of shifts scheduled, including cost center and required skills, as well as total scheduled hours and approved time off

- **Employee Work Time Available:** View availability information for specified employees for a given time period

- **Employee Work Time Preference:** View employee preferences so they may be taken into consideration when filling shifts

Gain visibility with robust reporting capabilities

Our scheduling module provides comprehensive reporting that speeds and simplifies scheduling tasks by putting the right information at your fingertips. Standard reports include:

- **Open Shift Report:** Gain visibility into all open shifts — complete with time, cost center, and required skills — across schedules for a defined time period

In addition, our scheduling module makes it simple to view past schedules, measure their effectiveness, and apply lessons learned to make better scheduling decisions moving forward. Examine budget versus actual reports to identify areas of overspend. Even compare preliminary and final schedule versions to see how many changes were required to effectively align staffing with budget and demand.

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