



## Workforce Scheduling

Right People, Right Place, Right Time



### Key Benefits

- ⦿ Simplifies the process of staff planning in a multi-skilled environment
- ⦿ Optimises the skills of the planner whilst removing the drudgery
- ⦿ Matches employees to your organisation's work requirements
- ⦿ Gets the right people in the right place at the right time
- ⦿ Maximises your investment in your people by sharing resources
- ⦿ Helps manage flexible working
- ⦿ Helps you manage planned and unplanned absences



Open Options is fully scalable and is used by organisations of all sizes across single and multiple locations. Industry-acclaimed for its easy-to-use and intuitive structure, Open Options can be tailored to any organisation's requirements and work rules whilst supporting legislative directives. Information can be viewed by individuals based on their own user-definable access rights to improve information flow whilst maintaining confidentiality. The system also integrates with HR, Payroll, Finance and Business systems to provide seamless dissemination of information and improve communications.

### Workforce Scheduling

Open Options Workforce Scheduling has been designed to make the task of staff planning in a multi-skilled environment easier by providing roster planners with a graphical decision support tool that helps simplify the process. Planning schedules is time-consuming and laborious and so this system takes away the drudgery whilst allowing the skilled planner to maintain control.

Groups of employees can be rostered to teams and tasks according to their skills and capabilities and matched to the organisation's work requirements. This initial work plan can then be adjusted to resolve labour shortfalls against the requirements. The system automatically identifies employee availability and expected attendance alongside their skills to fulfil the scheduling requirement.

Where the work is time constrained, there may be insufficient employees available to perform the tasks. Open Options Workforce Scheduling will allow employees to be partially rostered to the critical task and the remaining time can be assigned to less critical or un-rostered tasks to ensure the work is completed on time.

### Detailed Employee Data

Workforce Scheduling allows you to build detailed skill matrices for each employee, together with levels of proficiency and cost. In turn, each role in the roster is also assigned skill requirements

The system will also hold additional employee information that may be useful in the planning process, such as personal details, medical and accident history, training records and renewable skills.

### Open Options

Open Options, the UK's leading workforce management system, helps organisations maximise the investment in their people by providing a solution to manage all aspects of workforce time. It has been designed for HR, Finance and Operations managers to reduce the burden of people management whilst driving down costs, improving efficiencies and maximising staff deployment.





## Workforce Scheduling

### Employee Preferences

Employee preferences provide an opportunity for the planner to consider specific requirements for each individual, such as preferred work times, days, etc. Although they are not binding on the planner, they do allow the schedules to be built with an additional amount of employee collaboration.

The planner can rank employees based on a variety of criteria, such as cost (labour grade), and attendance information, such as Working Time Regulation status, to ensure that rosters produced are cost-effective and fair.

### Tailored Scheduling

All organisations work in different ways. Workforce Scheduling, therefore, has additional granularity built into the system to allow work or roster slots to be defined by days, shifts and timeslots.

### Optimising Resources

Although planners will allocate employees roles within their own roster group, there are times when there is insufficient resource within this group to fulfil the requirements. Rather than using expensive temporary staff or contractors, the planner is able to allocate people from reserves who have not been assigned to a roster group.

To maximise flexibility, employees can be allocated to more than one planner at a time. However, once a planner begins to allocate the employee to a role, all employee records within the group are locked to prevent other planners trying to schedule them.

Open Options will also allow the planner to roster people to individual roles as well as providing cover for other roles that may need to be undertaken at the same time. For example, if First Aid backup is required, a person can be assigned to their main role and also assigned a cover role either on-site or on standby at home.

Where an individual is required to work overtime in order to fulfil work requirements, the system can be set to approve the overtime based on predefined rules set by the organisation.

### Managing Flexible Working

With an increase in flexible working initiatives, employees want to be able to work at times to suit their own personal requirements. Workforce Scheduling allows employees to be assigned to work patterns, which may or may not be cyclical, which reflect these work preferences.

Certain days may be defined and classified as 'non-attendance days' or 'protected days'. Where a planner tries to allocate an employee when they have a protected or reserved day, the planner will need the employee's consent before they can be scheduled to the role.

### Managing Absences

When work patterns are interrupted by planned absences which will have been booked on to the system, such as holidays, the Workforce Scheduling module identifies alternative resources to allocate to the role. This allocation can be for a single day or for a user definable time period.

Open Options Workforce Scheduling totally integrates with Time and Attendance and Activity Management so that planners can make intra-day adjustments to rosters where people are unexpectedly absent. It allows the simple identification of skills required to fulfil roles and will provide a view of suitable employees that can be reallocated from other less critical work.

This integration also allows managers to compare schedules against attendance for each employee and their planned and actual activities for costing and management purposes. Absences can also be booked via Workforce Scheduling so that the planner can be assured of sufficient resources to complete the work on any given day or time period prior to authorising the absence.

### Publishing the Schedule

Schedules are published to each employee and other interested parties via the WEB/intranet. Individuals can view their own schedules, either through shared employee kiosks or via desktop PCs. These will include the planned work time or shift, the place of work and the planned role/activity. Similarly, team leaders and managers can access the schedules of their teams for a specified period of time.

### Matching Planned to Actual Time

Electronic timesheets can be produced automatically with the planned activities inserted. The employee then simply confirms that the work was completed or adds any variations to the scheduled activities by recording alternative work completed, for example, when unexpected work has arrived or the individual has had to provide cover for a colleague.



#### Crown Computing Limited

Amber Close, Tamworth Business Park,  
Amington, Tamworth, Staffordshire, B77 4RP  
Tel: 01827 309800 Fax: 01827 309810

Email: [info@crowncomputing.co.uk](mailto:info@crowncomputing.co.uk)  
Website: [www.crowncomputing.co.uk](http://www.crowncomputing.co.uk)

